



Baliwag Water District

ISO 9001:2015 CERTIFIED

BWD BLDG., COL. TOMACRUZ ST., POBLACION, BALIWAG, BULACAN

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CITIZEN'S CHARTER



"Service is Our Business"



I. Mandate:

The Baliwag Water District (BWD) is a Government Owned and Controlled Corporation (GOCC) mandated by the Presidential Decree No. 198, otherwise known as the “Provincial Water Utilities Act of 1973” to provide water and sanitation services in the whole town of Baliwag , province of Bulacan. It was officially formed on July 01, 1989 under the Local Water Utilities Administration (LWUA) Certificate of Conditional Conformance No. 407.

II. Vision:

To be a world-class water utility providing excellent service and protecting the environment in partnership with the community.

III. Mission:

We commit to provide safe, adequate and affordable water and sanitation services and to protect the environment through community participation.

IV. Service Pledge

We commit to provide safe, adequate, and affordable water and sanitation services and protect the environment through community participation.



LIST OF SERVICES

External Services

Calibration of Water Meter	7
Change of Ownership/ Account Name	9
Desludging Service	11
Installation/Replacement of Ball Valve	14
Leak Repair	16
New Service Connection	18
Permanent Disconnection	23
Reconnection of Permanent Disconnection	25
Reconnection of Temporary Disconnection	27
Relocation/Transfer of Water Meter	29
Replacement of Lost Water Meter	31
Senior Citizen Discount	32
Temporary Disconnection	33
Water Bill Payment	35



LIST OF SERVICES

Internal Services

Department:

CPD: (Corporate Planning Department)

Request for Travel Order Form	39
Posting of Advisories	41
Request for ICT Technical Support	43
Request for Lay-outing	44
Request for New IT Equipment	46
Request for On-site Public Announcement	47
Request for System Enhancement	49
Request for System Support	50

FMD: (Financial Management Department)

Cash Advance from Petty Cash Fund	52
Cash Advance Payable through Check	54
Disbursements	56
Reimbursement of Receipt from Petty Cash Fund	58

HRD: (Human Resource Department)

Application for External Training	59
Application for Leave	61



Request of Certificate of Employment	64
Request for Service Records	67
<i>GSD: (General Services Department)</i>	
Purchase of Materials/ Equipment Procedure	69
Request and Release of Materials	73
Request for Issuance of Gas	74
Request for Repair of Service Vehicle & Equipment	75
(for Purchase)	
Request for Repair of Service Vehicle (with stock)	79



EXTERNAL SERVICES



1. Calibration of Water Meter

Water meter is the means to gauge the actual water consumption of the concessionaire for a specific period. It has to be maintained in good condition at all times so as to achieve precise reading to avoid under or over billing. Should there be doubt on the accuracy of the water meter, it may be subjected to calibration.

Office or Division:	Building and Grounds Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All concessionaires of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing notice or Official Receipt (OR)		Delivered to respective residences Teller's booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSR's desk and present billing notice or OR.	1.1 Validate the account details.	None	2 minutes	Customer Service Rep. (CSR)
	1.2 Prepare Job Order (JO) for inspection.	None	1 minute	CSR



<p>2. Acknowledge the job performed by Signing the JO.</p>	<p>1.3 Conduct of inspection. <i>*If dis approved – communicate the reason.</i></p>	None	1 working day	CSD Inspector
	<p>1.4 Prepare JO for replacement of meter.</p>	None	2 Minutes	CSR
	<p>1.5 Proceed to water meter replacement process.</p>	None	3 working days	Water Maintenance Man (WMM)
	<p>2.1 Conduct of calibration of water meter.</p>	None	1 hour	Calibration Personnel
	<p>2.2 Prepare and post result of calibration. <i>If good</i> - old meter will be reinstalled no bills will be adjusted. <i>If defective</i> - billing adjustment will be made and temporary service</p>	None	5 minutes	Calibration Personnel WMM
			2 working days	Billing Personnel



	<i>meter will be replaced with new meter.</i>			
	TOTAL:	None	6 working days, 1 hour, 10 minutes	

2. Change of Ownership/ Account Name

Ownership of water service connection can be changed over time. Such ownership may be transferred and the account name registered to BWD may be changed. There should be valid reason for the change of ownership (acquired, death of the account holder) provided that necessary documents are presented.

Office or Division:	Commercial Services Department		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All active accounts with no outstanding balance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> - photocopy of 2 valid IDs (existing and new owner) - authorization letter - photocopy of death certificate (if deceased) - deed of sale / land title <p>Other requirements deemed necessary</p>		<p>Issuing government agencies</p> <p>Existing account holder Registrar's Office</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSR desk.	1. Interview and ask the needed requirements.	None	5 minutes	CSR
2. Submit the requirements.	2.1 Check and verify the requirements submitted.	None	3 minutes	CSR
	2.2 Prepare Change of Ownership form and attach the requirements.	None	2 minutes	CSR
3. Pay the necessary fee	3. Accept payment and issue OR.	PHP 300.00	5 minutes	Cashier
4. Sign the form and present OR.	4.1 Submit the form to the Customer Care Division Head for approval.	None	1 minute	CSR
	4.2 Forward the approved form to Accounts Division Head for change of ownership.	None	2 minutes	Customer Care Division Head
	4.3 Change the account's	None	1 minute	Billing Clerk



	record in the billing system			
TOTAL:		PHP 300.00	19 minutes	

3. Desludging Service

Septage Management Program is a comprehensive wastewater management that caters the whole town of Baliwag, Bulacan. BWD is committed to provide sanitation service within the service area in the form of septage management system in the most cost effective, healthy environment and environmentally responsive method.

BWD established Desludging Policy that shall serve as guidelines to those who want to avail the desludging service.

Office or Division:	Sewerage and Sanitation Department		
Classification:	Complex		
Type of Transaction:	G2C, G2B, and G2G		
Who may avail:	All qualified BWD and non-BWD concessionaires within the franchise area		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Desludging Request Form		Customer Service Representative Desk	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request desludging service to the CSR desk.	1. Assess the qualification of the requestor and communicate the result.	None	10 minutes	CSR
2. Signify verbal consent.	2. Issue the desludging request form.	None	1 minute	CSR
3. Fill out desludging request form.	3. Issue customer's proof of request.	None	2 minutes	CSR
4. Safe keep the proof of request for presentation to desludging surveyor and wait for desludging schedule.	4.1 Forward request to sanitation division. 4.2 Perform necessary actions based on desludging procedure. a. normal case b. special case	None	1 working day	CSR
		None	5 working days	Sanitation Div. Personnel
		Amount to be determined by Third party	14 working days	Third Party Lab Technician



<p>5. Acknowledge desludging report and billing statement.</p> <p>6. Settle payment at the cashier located at other payment receiving area</p>	<p>4.3 Perform desludging. 5.1 Issue desludging report and billing statement. 5.2 Furnish duplicate copy to Accounting Div.</p> <p>6. Receive payment and issue Official Receipt</p>	<p>accredited lab subject to existing policy None</p> <p>None</p> <p>None</p> <p>A. Qualified to two-year service connection requirement - None B. BWD concessionaires that had already been desludged within the set five-year cycle – PHP 1,500.00/cu.m C. BWD concessionaires with less than two-year</p>	<p>2 hours</p> <p>5 minutes</p> <p>1 hour</p> <p>5 minutes</p>	<p>Desludging Personnel Desludging Personnel</p> <p>Desludging Personnel</p> <p>Cashier</p>
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	service connection – PHP 1,500.00/ cu.m D. Non- BWD concessionaires– PHP 2,500.00/ cu.m		
TOTAL:	Depends on the volume desludged, client classification and case classification.	Normal Case- 6 working days, 3 hours, 23 minutes Special Case- 15 working days, 3 hours, 23 minutes	

4. Installation/ Replacement of Ball Valve

Ball valve controls the flow of the water. Over a period of time, or due to frequent maneuvering, ball valve can be worn out. BWD concessionaires may request for the replacement of ball valve should it become defective.

Office or Division:	Commercial Services Department and Pipelines and Leakage Control (PALC) Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All active concessionaires of BWD



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing notice or Official Receipt		Delivered to respective residences Teller's booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSR's desk and present the billing notice or OR. 2. Pay the necessary fee. <i>*Make sure to secure official receipt that will be issued upon payment.</i> 3. Acknowledge the job performed by signing the JO.	1. Validate the account details.	None	2 minutes	CSR
	2.1 Accept payment and issue OR.	Cost of Ball Valve	5 minutes	Cashier
	2.2 Prepare CSF and forward to PALC.	None	1 minute	CSR
	2.3 Prepare JO.	None	2 minutes	PALC Clerk
	2.4 Proceed to process of ball valve replacement.	None	6 hrs	WMM
	3. Present JO for customer's acknowledgment	None	1 minute	WMM



TOTAL:	Cost of Ball Valve	6 hrs, 11 minutes	
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5. Leak Repair

Leaks, may it be service line or mainline, should be immediately attended and fixed. BWD concessionaires, residents of Baliwag, and other concerned citizen may report to BWD all water leaks.

Office or Division:	Pipelines and Leakage Control Division			
Classification:	Simple			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	All concerned citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSR's desk.	1.1 Interview concessionaire to know the details.	None	10 minutes	CSR
	1.2 Prepare CSF and forward to PALC.	None	1 minute	CSR



<p>2. Acknowledge the job performed by signing the JO.</p>	<p>2.1 Prepare JO.</p>	None	2 minutes	PALC Clerk
	<p>2.2 Proceed to leak repair process.</p>	None	<p>Service Line A. Minor – 2 hours B. Major – 4 hours C. Special Case – 2 working days Mainline A. Minor – 3 hours B. Major – 8 hours C. Special Case – 3 working days</p>	WMM
<p>TOTAL:</p>		None	<p>Service Line A. Minor – 2 hours, 13 minutes B. Major – 4 hours, 13 minutes</p>	



		<p>C. Special Case – 2 working days, 13 minutes</p> <p>Mainline</p> <p>A. Minor – 3 hours, 13 minutes</p> <p>B. Major – 8 hours, 13 minutes</p> <p>C. Special Case – 3 working days, 13 minutes</p>	
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6. New Service Connection

All residents of Baliwag who wishes to have water service connection can avail the service for as long as needed requirements are submitted and corresponding fees and charges are paid.

Office or Division:	Commercial Services Department and Pipelines and Leakage Control Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All residents and establishments in Baliwag



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. VALID IDENTIFICATION</p> <ul style="list-style-type: none"> • <u>Applicant</u> <ul style="list-style-type: none"> ➤ Original and photocopy of at least 2 valid ID ➤ Proof of Billing • <u>Representative</u> <ul style="list-style-type: none"> ➤ Original and photocopy of representative's 2 valid IDs ➤ Original and photocopy of applicant's 2 valid IDs ➤ Authorization letter from the applicant ➤ Proof of Billing • <u>Corporate Representative</u> <ul style="list-style-type: none"> ➤ Original and photocopy or representative's 2 valid IDs ➤ Authorization covered by a board resolution confirmed by board secretary <p>B. PROOF OF OWNERSHIP</p> <ul style="list-style-type: none"> • <u>For private lot (any of the following)</u> <ul style="list-style-type: none"> ➤ Photocopy of lot title ➤ Certified copy of building permit • <u>For private lot with pending application for Title</u> <ul style="list-style-type: none"> ➤ Tax declaration ➤ Duly notarized deed of sale ➤ Contract to sell 	<p>Issuing government agency</p> <p>Utility company or Register of Deeds</p> <p>Issuing government agency</p> <p>Issuing government agency</p> <p>Applicant</p> <p>Utility company or Register of Deeds</p> <p>Issuing Government agency</p> <p>Board Secretary</p> <p>Register of Deeds</p> <p>Assessor's Office</p>



<ul style="list-style-type: none"> ➤ Certification from appropriate housing authority/developer attesting to the applicant's ownership of the property • <u>For Corporation or Business Establishment</u> ➤ Photocopy of lot title (if owned) ➤ Notarized leased contract (if rented) 	<p>Housing Developer</p> <p>Register of Deeds</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed and inquire to the New Connection Personnel at the Customer Service Desk.</p>	<p>1.1 Prepare pre-inspection form. 1.2 Conduct pre-inspection. 1.2.A If approved - advise applicant to install after meter line. 1.2.B If disapproved - end of transaction.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>1 working day</p>	<p>CSR</p> <p>CSD Inspector</p>



<p>2. Install after meter line.</p>	<p>2.1 Prepare inspection order. 2.2 Conduct inspection. 2.2.A If approved - prepare and update the application cost and bill of materials and advise applicant to pay the new connection fees. 2.2.B If disapproved - Assist the applicant based on the SOP.</p>	None	3 minutes	CSR
<p>3. Pay the necessary charges and fees.</p> <p><i>*Make sure to secure official receipt that will be issued upon payment</i></p>	<p>3.1 Prepare the application form (and PN if any). 3.2 Accept payment and issue OR.</p>	<p>None</p> <p>Fixed fee for the ff: Processing fee: P500.00 Installation & Tapping fee: P1,000.00</p>	3 minutes	CSR
			5 minutes	Cashier



	<p>3.3 Submit the application form to the Division Head for signature.</p> <p>3.4 Issue applicant's copy of form.</p> <p>3.5 Prepare JO and bill of materials.</p> <p>3.6 Proceed to new</p>	<p>Investigation fee: P200.00 Customer Deposit:</p> <ul style="list-style-type: none"> A. Commercial/Industrial- P5,000.000 B. Commercial A/ Government A- P4,000.00 C. Commercial B/ Government B - P3,000.00 D. Commercial C/ Government C P2,000.00 E. Residential/Government P1,000.00 <p>Price may vary for Bill of materials and labor fee</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>A. Ordinary-</p>	<p>CSR</p> <p>CSR</p> <p>PALC Clerk</p> <p>WMM</p>
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	connection process		3 working days B. Traverse- 10 working days	
TOTAL:		Fixed fee of Php 1,700.00 plus Customer Deposit, Bill of materials and labor fee.	A. Ordinary – 5 working days, 22 minutes B. Traverse – 12 working days, 22 minutes	

7. Permanent Disconnection

Concessionaires who no longer need water service connection on a permanent basis can request for disconnection by personal application or through a duly authorized representative to BWD office.

Office or Division:	Commercial Services Department and Pipelines and Leakage Control Division		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All active concessionaires of BWD with no outstanding balance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Official Receipt		Teller's Booth	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Pay unsettled amount.</p> <p>2. Proceed to CSR's desk and request for permanent disconnection.</p>	1. Receive payment and issue OR.	Outstanding balance	3 minutes	Teller
	2.1 Verify the account.	None	3 minutes	CSR
	2.2 Prepare CSF and forward to PALC.	None	2 minutes	CSR
	2.3 Prepare JO.	None	2 minutes	PALC Clerk
	2.4 Proceed to permanent disconnection process.	None	3 working days	WMM
	TOTAL:	Outstanding balance	3 working days, 12 minutes	Billing Clerk



8. Reconnection of Permanent Disconnection

BWD understands the importance of water service connection to its concessionaires. Permanently disconnected accounts due to non-payment or as requested will be reconnected upon settlement of overdue debt and reconnection fee have been settled.

Office or Division:	Commercial Services Department and Pipelines and Leakage Control Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All permanently disconnected accounts

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Teller's booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the teller and pay the amount due. <i>*Make sure to secure official receipt that will be issued upon payment</i>	1.1 Receive payment and issue OR.	Outstanding balance + reconnection fee: A. Using Magnetic Ball Valve-PHP 1,200.00 B. From Mainline-PHP 2,500.00	3 minutes	Teller Reconnection Clerk



	<p>1.2 Monitor and print reconnection order.</p> <p>1.3 Prepare CSF and forward to PALC.</p> <p>1.4 Prepare JO.</p> <p>1.5 Proceed to the reconnection of water service process.</p> <p>1.6 Change the status of account in the Billing system.</p>	<p>*New connection rate for > 5 years PD</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>3 minutes</p> <p>2 minutes 3 working days</p> <p>2 minutes</p>	<p>Reconnecti on Clerk</p> <p>CSR</p> <p>PALC Clerk WMM</p> <p>Billing Clerk</p>
<p>TOTAL:</p>		<p>Outstanding balance + reconnection fee:</p> <p>A. Using Magnetic Ball Valve- PHP 1,200.00</p> <p>B. From Mainline- PHP 2,500.00</p> <p>*New connection rate for > 5 years PD</p>	<p>3 working days, 15 minutes</p>	



9. Reconnection of Temporary Disconnection

BWD understands the importance of water service connection to its concessionaires. Temporary disconnected accounts due to non-payment or as requested will be reconnected upon settlement of overdue debt and reconnection fee.

Office or Division:	Commercial Services Department			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All temporary disconnected accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Teller's booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the amount due.	1.1 Receive payment and issue OR.	Outstanding balance + PHP 150.00	3 minutes	Teller
	1.2 Monitor and print reconnection order.	None	5 minutes	Reconnection Clerk



	<p>1.3 Advise the Reconnection Personnel of the account details.</p> <p>1.4 Perform the water service reconnection process.</p> <p>1.5 Change the status of account in the Billing system.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>3 hours</p> <p>5 minutes</p>	<p>Reconnection Clerk</p> <p>Reconnection Personnel</p> <p>Reconnection Clerk</p>
TOTAL:		Outstanding balance + PHP150.00	3 hours, 16 minutes	



10. Relocation/ Transfer of Water Meter

If water meter was blocked, there's an obstruction or was placed inside the concessionaire's property. Concessionaire can request for relocation subject for inspection.

Office or Division:	Commercial Services Department and Pipelines and Leakage Control Div.			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All active concessionaires of BWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing notice or Official Receipt		Delivered to respective residences Teller's booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSR's desk and present billing notice.	1.1 Validate the account details.	None	2 minutes	CSR
	1.2 Prepare CSF and forward to PALC for inspection.	None	1 minute	CSR
	1.3 Proceed to inspection process.	None	1 working day	PALC Inspector



	1.4 Relay the inspection result to concessionaire.	None	2 minutes	PALC Inspector
	1.5 Submit the result to PALC clerk for posting.	None	2 minutes	PALC Inspector
	1.6 Post inspection result.	None	2 minutes	PALC Clerk
	1.7 Inform the concessionaire to settle payment.	None	2 minutes	CSR
2. Proceed to customer service desk and inquire the amount to be settled.	2. Prepare bill of materials.	None	10 minutes	CSR
3. Settle payment at the cashier located at the 2 nd floor.	3. Accept payment and issue OR.	Amount due	5 minutes	Cashier
4. Present OR to CSR.	4. Accept OR and prepare CSF and forward to PALC.	None	2 minutes	CSR
5. Acknowledge the job performed by signing the JO.	5.1 Prepare JO. 5.2 Proceed to relocation of meter process.	None None	2 minutes 3 working days	PALC Clerk WMM



	5.3 Present JO to concessionaire for acknowledgement.	None	1 minute	WMM
TOTAL:		Amount due	4 working days, 31 minutes	

11. Replacement of Lost Water Meter

If due to unnecessary circumstance the water meter is lost, concessionaire may request for its immediate replacement.

Office or Division:	Customer Care Division and Pipelines and Leakage Control Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All concessionaires of BWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing notice or Official Receipt		Delivered to respective residences Teller's booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSR's desk and present billing notice or OR.	1.1 Validate the account details.	None	2 minutes	CSR
	1.2 Prepare CSF and forward to PALC.	None	1 minute	CSR



2. Acknowledge the job performed by signing the JO.	1.3 Prepare JO.	None	3 hours	WMM
	1.4 Proceed to water meter replacement process. 2. Present JO to concessionaire.	None	2 minutes	WMM
TOTAL:		None	3 hours, 7 minutes	

12. Senior Citizen Discount

Republic Act 9994, more commonly known as the Expanded Senior Citizens Act of 2010, entitled the senior citizens the grant of 5% discount to water utility (up to 30 cubic meter consumption) provided that the individual meter is registered to the name of the senior citizen residing therein.

Office or Division:	Commercial Services Department
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All qualified senior citizen concessionaires of BWD
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy of Senior Citizen ID	Office of the Senior Citizen Affairs



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CSR's desk and submit copy of senior citizen ID. 2. Sign the SC application form.	1.1 Verify the account.	None	3 minutes	CSR
	1.2 Prepare SC application form.	None	2 minutes	CSR
	2. Submit the SC application form to the Division Head for approval.	None	2 minutes	CSR
TOTAL:		None	7 minutes	

13. Temporary Disconnection

Concessionaires no longer requiring water service connection on a temporary basis can request for a disconnection by applying personally or through a duly authorized representative to BWD office.

Office or Division:	Commercial Services Department		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All active accounts with no outstanding balance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Billing notice	Respective residence as delivered by meter reader		
Authorization letter (in case of representative)	Account holder		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Pay unsettled amount at the teller's booth.</p> <p>2. Proceed to CSR's desk and request for temporary disconnection.</p>	<p>1. Receive payment and issue OR.</p>	<p>Outstanding balance</p>	<p>3 minutes</p>	<p>Teller</p>
	<p>2.1 Verify the account.</p>	<p>None</p>	<p>3 minutes</p>	<p>CSR</p>
	<p>2.2 Prepare JO.</p>	<p>None</p>	<p>2 minutes</p>	<p>CSR</p>
	<p>2.3 Proceed to temporary disconnection process.</p>	<p>None</p>	<p>1 working day</p>	<p>Disconnection Personnel</p>
	<p>2.4 Change the status of account in the Billing system.</p>	<p>None</p>	<p>2 minutes</p>	<p>CSR</p>
<p>TOTAL:</p>		<p>Outstanding balance</p>	<p>1 working day, 10 minutes</p>	



14. Water Bill Payment

Service connection can be transferred from one place to another provided that there is available service line in the area. The transfer of water service connection will not be made until it is approved and charges are paid.

Office or Division:	Treasury Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All BWD concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing Notice Service Identification Number (SIN) Inquiry Slip		Respective residences as delivered by the Meter Reader Customer Service Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Those with Billing Notice: 1. Present Billing Notice to the Teller.	1. Receive the required documents and validate correctness.	None	1 minute	Teller



<p>2. Pay amount due. <i>*Make sure to secure official receipt that will be issued upon payment.</i></p>	<p>2. Accept payment and issue OR and change if there is any.</p>	<p>Amount due</p>	<p>2 minutes</p>	<p>Teller</p>
TOTAL:		Amount Due	3 minutes	

<p>B. Those without Billing Notice: 1. A. Proceed to Customer Service Representative's desk and ask SIN.</p>	<p>1.A. Search Customer Information and issue SIN Inquiry Slip.</p>	<p>None</p>	<p>1 minute</p>	<p>CSR</p>
<p>1.B. Proceed to Customer's Portal to get SIN.</p>	<p>1.B. none</p>	<p>None</p>	<p>1 minute</p>	<p>None</p>



2. Present SIN Inquiry Slip to the Teller.	2. Receive the required documents and validate correctness.	None	1 minute	Teller
3. Pay amount due. <i>*Make sure to secure official receipt that will be issued upon payment.</i>	3. Accept payment and issue OR and change if there is any.	Amount Due	2 minute	Teller
TOTAL:		Amount Due	5 minutes	



INTERNAL SERVICES



15. Request for Travel Order Form

Authorized local travel of employees or officials shall be supported with Travel Order Form. This document entitles the trip for government funding to defray the expenses or provide subsistence allowance.

Office or Division:	Office of the General Manager and Office of the Assistant General Manager			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Request Form		Office of the General Manager (OGM) Office of the Assistant General Manager (OAGM)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Travel Request Form at the OGM/OAGM office.	1. Issue Travel Request Form.	None	2 minutes	Immediate Supervisor



<p>2. Fill out and secure approval of the immediate head. Submit approved LRF.</p>	<p>2.1 Review completeness of and accept the Travel Request Form.</p>	None	5 minutes	OGM/ OAGM Secretary
	<p>2.2 Request for Travel Order Form through BWD Employees' Portal.</p>	None	5 minutes	OGM/ OAGM Secretary
	<p>2.3 Review and approve the request.</p>	None	30 minutes	General Manager/ Assistant General Manager
<p>3. Acknowledge the receipt of Travel Order Form.</p>	<p>3. Issue a copy of approved Travel Order Form</p>	None	3 minutes	OGM/ OAGM Secretary
TOTAL:		None	45 minutes	



16. Posting of Advisories

This include all maintenance works, programs and policies, schedule of collection that need to be communicated to the concessionaires of Baliwag Water District.

Office or Division:	Corporate Planning Department – Public Information Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Maintenance Advisory Form (MAF) Advisory Form (AF)	Public Information Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Maintenance Advisory Form/ Advisory Form at the Public Information Office.	1. Issue MAF/AF.	None	2 minutes	Public Information Talent
2. Fill out and secure approval of the immediate head.	2. Review and approve accomplished MAF/AF.	None	5 minutes	Immediate Supervisor



<p>3. Submit approved MAF/AF.</p>	<p>3.1 Receive the MAF/AF and check the completeness of the form.</p>	None	5 minutes	Public Information Talent
	<p>3.2 Acknowledge the submitted MAF/AF and return 2 copies to the requestor.</p>	None	5 minutes	Public Information Talent
	<p>3.3 Prepare or lay-out the needed announcement/notice.</p>	None	30 minutes	Public Information Talent
	<p>A. Maintenance Advisory Form and Collection Schedule</p>	None	1 working day	Public Information Talent
	<p>B. Programs and Policies</p>	None	1 working day	Public Information Talent
	<p>3.4 Secure approval of the CPD head before posting the said announcement.</p>	None	5 minutes	Public Information Talent
<p>3.5 Post the announcement at the all social media platforms available.</p>	None			
	TOTAL:	None	A. Maintenance Advisory Form and Collection Schedule – 1 working day 52 minutes	



			B. Programs and Policies – 2 working days 22 minutes	
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17. Request for ICT Technical Support

Technical Support request from BWD for ICT Hardware and Software related issues.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
MIS Job Order Online Request		Employees Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request MIS Job Order in Employees Portal.	1.1 Approve online request.	None	10 minutes	Immediate Supervisor
	1.2 Review and approve JO.	None	20 minutes	MISD Head



	1.3 Conduct troubleshooting.	None	3 hours	MIS (Technician)
	1.4 Perform Recommendation. i.e – for repair outside, replacement	None	10 minutes	MIS (Technician)
	TOTAL:	None	3 hours 40 minutes	

18. Request for Lay-outing

To ensure the quality of the agency's advertisement and materials to be released or used, lay-outing the same shall be done by the agency's official lay-out artist from the Public Information Section.

Office or Division:	Corporate Planning Department – Public Information Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Lay-out Request Form (LRF)	Public Information Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Lay-out Request Form at the Public Information Office.	1. Issue LRF	None	2 minutes	Public Information Talent



<p>2. Fill out and secure approval of the immediate head.</p>	<p>2. Approve accomplished LRF.</p>	<p>None</p>	<p>5 minutes</p>	<p>Immediate Supervisor</p>
<p>3. Submit approved LRF.</p>	<p>3.1 Receive the LRF and check the completeness of the form.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Public Information Talent</p>
<p>4. Receive and acknowledge the accomplished request.</p>	<p>3.2 Review the LRF.</p> <p>3.3 Execute the lay-outing.</p>	<p>None</p>	<p>5 minutes</p>	<p>CPD Head</p>
<p>A. Simple Layout</p> <p>B. Complex Layout</p>	<p>A. Simple Layout</p> <p>B. Complex Layout</p>	<p>None</p> <p>None</p>	<p>2 working days</p> <p>10 working days</p> <p>5 minutes</p>	<p>Public Information Talent</p> <p>Public Information Talent</p>
	<p>TOTAL:</p>	<p>None</p>	<p>A. Simple Layout- 2 working days</p> <p>22 minutes</p> <p>B. Complex Layout- 10 working days</p> <p>22 minutes</p>	



19. Request for New IT Equipment

Request from BWD employees for New IT Hardware Equipment.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
IT Equipment Request Form		MIS Division Clerk Processor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit approved IT Equipment Request Form.	1.1 Review of Request.	None	20 minutes	MIS (Technician)
	1.2 Approve Request	None	10 minutes	MISD Head
	1.3 Prepare Hardware and Install of Software.	None	7 hours	MIS (Technician)
	1.4 Deployment	None	30 minutes	MIS (Technician)



2. Acknowledge receipt of requested IT equipment.	2. Prepare Property Acknowledgement Receipt and Barcode.	None	20 minutes	Storekeeper
	TOTAL:	None	1 working day 20 minutes	

20. Request for On-site Public Announcement

To ensure that all concessionaires which will be affected by water supply interruption are informed of the same, conduct of paseo shall be done by the Public Information Section through the request of the concerned department/division.

Office or Division:	Corporate Planning Department – Public Information Section		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All concerned department and/or division		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Public Announcement Request Form (PARF)	Public Information Section		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Public Announcement Request Form at the Public Information Office.	1. Issue PARF.	None	2 minutes	Public Information Talent
2. Fill out and secure approval of the immediate head.	2. Approve PARF.	None	5 minutes	Immediate Supervisor
3. Submit approved PARF.	3.1 Receive the PARF and check the completeness of the form.	None	20 minutes	Public Information Talent
	3.2 Review the PARF	None	5 minutes	CPD Head
	3.3 Execute the On-site Public Announcement.	None	2 hours	Public Information Staff
	TOTAL:	None	2 hours 32 minutes	



21. Request for System Enhancement

System Enhancement request from BWD employees for enhancement of existing system.

Office or Division:	Management Information Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	All Employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
MIS Job Order Online Request	Employees Portal			
System Enhancement Request Form (SER Form)	MIS Division Clerk Processor			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request MIS Job Order in Employees Portal.	1.1 Approve Request	None	10 minutes	Immediate Supervisor
	1.2 Review Request	None	10 minutes	MISD Head
	1.3 Issue SER Form.	None	5 minutes	MIS (Clerk/Programmer)
2. Submit accomplished SER Form.	2.1 Receive SER Form.	None	5 minutes	MIS (Programmer)



	2.2 Review SER Form	None	1 working day	MIS (Programmer)
	2.3 Gather Information	None	2 working days	MIS (Programmer)
	2.4 Design and Encoding	None	15 working days	MIS (Programmer)
	2.5 User Training	None	1 working day	MIS (Programmer)
	2.6 Deployment	None	4 hours	MIS (Programmer)
	TOTAL:	None	19 working days 4 hours 30 minutes	

22. Request for System Support

System Support request from BWD employees for existing computerized system related issues.

Office or Division:	Management Information Services Division	
Classification:	Simple	
Type of Transaction:	G2G - Government-to-Government	
Who may avail:	All Employees of Baliwag Water District (BWD)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
MIS Job Order Online Request	Employees Portal	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request MIS Job Order in Employees Portal.	1.1 Approve Request	None	10 minutes	Immediate Supervisor
	1.2 Review request	None	30 minutes	MISD Head
	1.3 Conduct debugging.	None	2 hours	MIS (Programmer)
	TOTAL:	None	2 hours 40 minutes	



23. Cash Advance from Petty Cash Fund

The petty Cash Fund can be availed by BWD employees as cash advance for emergency purchase of supplies and materials, courier services, notarial fees and insurance expense.

Office or Division:	Treasury Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchased Request Official Receipt under BWD		GSD Office Suppliers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Petty Cash Fund Custodian and submit required documents.	1.1 Check the submitted documents.	None	5 minutes	Petty Cash Fund Custodian
	1.2 Prepare petty cash voucher and have requesting employee to sign.	None	5 minutes	Petty Cash Fund Custodian



<p>2. Submit the necessary documents for liquidation of Cash Advance 2 (two) days after cash advance was granted.</p>	<p>1.3 Grant Cash Advance to requesting employee/s.</p>	None	5 minutes	Petty Cash Fund Custodian
	<p>2. Retrieve petty cash voucher for particular cash advance granted and receive refund of pay reimbursement as per OR submitted.</p>	None	5 minutes	Petty Cash Fund Custodian
TOTAL:		None	20 minutes	



24. Cash Advance Payable through Check

Cash advances of employees not covered under Petty Cash Fund are requested for check preparation

Office or Division:	Financial Management Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All employees of Baliwag Water District (BWD)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved cash advance request and purchase request		Employee requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Finance Department.	1.1 Receive cash advance request from the employee.	None	10 minutes	Accounting Personnel
	1.2 Check attached documents as to validity, legitimacy, and completeness.	None	10 minutes	Accounting Personnel
	1.3 Prepare Disbursement Voucher (DV).	None	15 minutes	Accounting Personnel
	1.4 Check DV.	None	15 minutes	Budget Officer



2. Receive the check.	1.5 Prepare the check.	None	5 minutes	Supervising Cashier Managers
	1.6 Approve voucher and sign the check.	None	1 hour	
	1.7 Forward the check to Cashier for releasing.	None	10 minutes	OGM Secretary
	2. Release check to its claimant.	None	10 minutes	Cashier
TOTAL:		None	2 hours 15 minutes	



25. Disbursements

Settlement of government payables/obligations by check or ADA

Office or Division:	Financial Management Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government, & G2B – Government to Business
Who may avail:	All employees of Baliwag Water District (BWD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Billing or statement of accounts Purchase request, Purchase order Receiving report Certificate of acceptance/completion Other requirements deemed necessary	General Services Department General Services Department End user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Finance Department.	1.1 Receive billing or statement of accounts.	None	10 minutes	Accounting Personnel
	1.2 Checked attached documents	None	10 minutes	Accounting Personnel



	as to validity, legitimacy, and completeness. 1.3 Prepare Disbursement Voucher (DV).	None	15 minutes	Accounting Personnel
	1.4 Check DV.	None	15 minutes	Budget Officer
	1.5 Prepare the check.	None	5 minutes	Supervising Cashier
	1.6 Approve voucher and sign the check.	None	1 hour	Managers
	1.7 Forward the check to Cashier for releasing.	None	10 minutes	Budget Officer
2. Issue Official Receipt (OR).	2. Check the issued OR.	None	10 minutes	Cashier
3. Receive the check.	3. Release checks.	None	5 minutes	Cashier
TOTAL:		None	2 hours 20 minutes	



26. Reimbursement of Receipt from Petty Cash Fund

The Petty Cash Fund can be availed by BWD employees as reimbursement for emergency purchase of supplies and materials, meals for meetings and courier services.

Office or Division:	Treasury Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Purchase Request Official Receipt under BWD Attendance Sheet			GSD Suppliers Committee Secretariat, Secretaries	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Petty Cash Fund Custodian and submit OR and approved Purchase Request/Attendance Sheet.	1.1 Check the submitted documents.	None	5 minutes	Petty Cash Fund Custodian



2. Receive reimbursement	1. 2 Prepare petty cash voucher	None	5 minutes	Petty Cash Fund Custodian
	2. Grant/release reimbursement to requesting employee/s	None	5 minutes	Petty Cash Fund Custodian
TOTAL:		None	15 Minutes	

27. Application for External Training

External training is training provided from outside the electoral manager's office or staff using external consultants, specialists or organisations. (Top Management and All BWD Employees are required to undergo the process of applying for external training every time they are required to attend training invitation from other training institutions/provider).

Office or Division:	Training and Development Division	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Top Management and All BWD Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log-in to BWD Employees Portal, click the training application button and fill out the needed information.</p> <p>*Print one (1) electronic copy</p>	<p>1.1 Approve Request.</p>	None	2 hours	Immediate Supervisor
	<p>1.2 Endorsed the Approved Request.</p>	None	2 hours	Department Head
	<p>1.3 Evaluation of HRDC.</p>	None	3 working days	HRDC Members
	<p>1.4 Endorsement to GM through HRDC Resolution.</p>	None	1 working day	HRDC Secretariat
	<p>1.5 Final Approval.</p>	None	1 working day	GM
			<p>5 working days 4 hours</p>	



28. Application for Leave

A right granted to officials and employees in the government to be absent and not report for duty for one (1) or more days with their positions held for them until their return.

Office or Division:	Manpower Planning & Recruitment Division	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All Regular and Casual Employees of Baliwag Water District (BWD)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Application for Sick Leave (5 days or more) <ul style="list-style-type: none"> Medical Certificate 	Attending physician	
Application for Maternity Leave PRE-MATERNITY <ul style="list-style-type: none"> Medical Certificate 	Attending physician	
POST-MATERNITY Birth Certificate	Hospital/Clinic	
Application for Paternity Leave <ul style="list-style-type: none"> Birth Certificate 	Hospital/Clinic	



<p>Application for Special Leave Privilege:</p> <p>MOURNING LEAVE</p> <ul style="list-style-type: none"> • Death Certificate <p>HOSPITALIZATION</p> <ul style="list-style-type: none"> • Medical Certificate 	<p>Local Civil Registry</p> <p>Hospital/Clinic</p>
<p>Application for Special Emergency Leave</p> <ul style="list-style-type: none"> • Brgy. Certificate declaring that area is under state of calamity 	<p>Brgy. Hall</p>
<p>Application for Solo Parent Leave</p> <ul style="list-style-type: none"> • Solo Parent ID 	<p>DSWD</p>
<p>Application for Magna Carta Leave</p> <ul style="list-style-type: none"> • Medical Certificate 	<p>Attending Physician</p>
<p>Application for Rehabilitation Leave for Job related injuries</p> <ul style="list-style-type: none"> • Medical Certificate • Incident report 	<p>Hospital/Clinic</p> <p>Employee and Head</p>
<p>Application for Terminal Leave</p> <ul style="list-style-type: none"> • Clearance form (CS Form No. 7 Revised 2018) 	<p>MPRD Personnel</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log-in to the Employees' portal and file leave.</p> <p>2. Submit the needed requirements.</p>	1.1 Approve Request.	None	10 minutes	Immediate Supervisor
	1.2 Approve Filed Leave.	None	10 minutes	HRD Head
	1.3 Final Approval.	None	1 working day	GM
	1.4 Print the approved filed leave.	None	5 minutes	Leave Administration Personnel
	2. Receipt and validation of submitted requirements.	None	10 minutes	Leave Administration Personnel
TOTAL:			None	1 working day 35 minutes



29. Request for Certificate of Employment

Certificate of Employment (COE) is used to verify the employment history of the former or current employee. Certificate of Employment also provides details about the benefits, salary, bonuses, and annual income for whatever legal purpose it may serve.

Office or Division:	Human Resource Department	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	All Employees of Baliwag Water District	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		None



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure a copy of Certificate of Employment Request Form and Consent for Employment Verification Form at Human Resource Department Office and fill out the needed information and submit it to the attending Manpower Placement and Recruitment Division (MPRD) Personnel.</p>	<p>1.1 Receive the properly filled-out Certificate of Employment Request Form and Consent for Employment Verification Form.</p>	<p>None</p>	<p>10 minutes</p>	<p>MPRD Personnel</p>



2. Receive a copy of the requested COE.	1.2 Prepare COE	None	1 hour	MPRD Personnel
	1.3 Forward to the MPRD Head for review.	None	5 minutes	MPRD Personnel
	1.4 Review COE.	None	30 minutes	MPRD Head
	1.5 Forward the reviewed COE to the HRD Head.	None	5 minutes	MPRD Personnel
	1.6 Sign the COE.	None	5 minutes	HRD Manager
	2. Release and secure a receiving copy of the COE.	None	5 minutes	MPRD Personnel
TOTAL:		None	2 hours	



30. Request for Service Records

A Service Record provides a documentary history of employee's accomplishment while serving as a member of an agency.

Office or Division:	Human Resource Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Regular and Casual Employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If requested thru representative: <ul style="list-style-type: none"> • Original copy of Special Power of Attorney (SPA) • PSA issued Marriage Certificate 		Notary Public PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of Service Records (SR) Request Form at Human Resource Department office and fill out the needed information and submit it to the attending	1.1 Receive the properly filled-out SR Request Form.	None	10 minutes	MPRD Personnel
	1.2 Prepare SR.	None	1 hour	MPRD Personnel



2. Receive a copy of the requested COE.	1.3 Forward MPRD Head for review.	None	5 minutes	MPRD Personnel
	1.4 Review the SR	None	30 minutes	MPRD Head
	1.5 Forward the reviewed SR to the HRD Head.	None	5 minutes	MPRD Personnel
	1.6 Sign the SR.	None	5 minutes	HRD Manager
	2. Release and secure a receiving copy of the SR.	None	5 minutes	MPRD Personnel
TOTAL:		None	2 hours	



31. Purchase of Materials/Equipment Procedure

Items, supplies and materials received by the Procurement Officer of BWD from its employees. All procurement shall be done through competitive bidding except as provided in R.A. 9184. Resort to alternative methods shall be made only if: 1) highly exceptional cases 2) To promote economy and efficiency 3) Justified by conditions specified in R.A. 9184 and its IRR.

Office or Division:	General Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Requisition (PR) Technical specifications of requested materials		Personnel In Charge Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Employee's Portal and request purchase of material	1.1 Approve the request.	None	5 minutes	Immediate Supervisor
	1.2 Certify budget.	None	5 minutes	Accounting Head
	1.3 Evaluate the request.	None	5 minutes	Canvasser



	1.4 Certify the availability of funds.	None	5 minutes	Budget Officer
	1.5 Approve the PR.	None	5 minutes	GSD Head
	1.6 Permit purchase.	None	1 working day	General Manager
	1.7 Purchase the request for:	None		
	A. PETTY CASH	None	1 working day	Purchaser
	B. CASH ADVANCE	None	4 working days	Purchaser
	C. IF BELOW P50,000.00	None	4 working days	Purchaser
	D. FOR P50,000-P999,999.00			
	d.1. Endorse PR to BAC Sec.	None	10 minutes	Canvasser
	d.2. Post to Philgeps	None	7 working days	BAC
	d.3. BAC Meeting-Opening of Quotations	None	1 working day	BAC



2. Receive the materials requested	d.4. Prepare Abstract of Quotation	None	1 working day	BAC Sec
	d.5. Prepare Purchase Order (PO)	None	30 minutes	Purchaser
	d.6. Purchase Request.	None	10 minutes	Purchaser
	E. If above P1M			
	e.1. Endorse PR to BAC Sec.	None	10 minutes	Canvasser
	e.2. BAC Pre-Procurement Meeting.	None	1 working day	BAC
	e.3. Post to Philgeps.	None	7 working days	BAC
	e.4. Proceed to bidding process.	None	9 working days	BAC
	e.5. Purchase PR.	None	10 mins.	Purchaser
	2. Release the items purchased.	None	10 mins.	Storekeeper



TOTAL:	None	Petty Cash – 2 working days 35 minutes Cash Advance – 5 working days 35 minutes If < P50,000.00 – 5 working days 35 minutes For P50,000.00 to P999,999.00 – 10 working days 1 hour 15 minutes If > P1,000,000.00 – 18 working days 55 minutes	
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32. Request and Release of Materials

This covers the request and release of inventory materials. It is also used to monitor the usage and stock levels of the inventory.

Office or Division:	Building and Grounds Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request		BWD Employees Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Employees' Portal and request for materials.	1. Check and approve the request.	None	5 minutes	Division Manager
2. Sign the printout of the request and receive the materials.	2. Print the request and release the materials requested.	None	3 minutes	Storekeeper
TOTAL:		None	8 minutes	



33. Request for Issuance of Gas

Service vehicles, generators and other gas-fueled equipment are vital for the efficient and effective performance and delivery of essential government services. It is also as important that the aforesaid vehicles and equipment are always readily available.

Office or Division:	Transport Operation and Equipment Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Authorized BWD employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Gas Issuance Form (RGIF)		Transport Operation and Equipment Maintenance Division (TOEM) Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out RGIF	1.1 Prepare Purchase Order.	None	5 mins.	TOEM Clerk
	1.2 Approve PO.	None	5 mins,	TOEM Head
2. Receive approved PO.	2. Issue PO.	None	5 mins.	TOEM Clerk
TOTAL:		None	15 minutes	



34. Request for Repair of Service Vehicle and Equipment (For Purchase)

Service vehicles, generators and other gas-fueled equipment are vital for the efficient and effective performance and delivery of essential government services. It is also as important that the aforesaid vehicles and equipment are always readily available.

Office or Division:	Transport Operation and Equipment Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BWD Employees authorized with service vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair of Service Vehicle Form (RRSVF)		TOEM Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out RRSVF.	1.1 Approve request.	None	5 minutes.	TOEM Head Head



	1.2 Request purchase of materials online.	None	5 minutes	TOEM Clerk
	1.3 Certify budget.	None	5 minutes	Accounting Head
	1.4 Check Purchase Request (PR).	None	5 minutes	Purchaser
	1.5 Certify availability of funds	None	5 minutes	Treasury Head
	1.6 Approve PR.	None	5 minutes	GSD Head
	1.7 Permit purchase.	None	1 working day	General Manager
	1.8 Purchase request for:			
	a. <i>PETTY CASH</i>	None	2 working days	Purchaser
	b. <i>CASH ADVANCE</i>	None	4 working days	Purchaser
	c. <i>Below P50,000.00</i>	None	4 working days	Purchaser
	d. <i>For P50,000-P999,999.00</i>			
	d.1. Endorse PR to BAC Sec.	None	4 working days	Canvasser
	d.2. Post to Philgeps	None	10 minutes	BAC



	d.3. BAC Meeting-Opening of Quotations	None	7 working days	BAC
	d.4. Prepare Abstract of Quotation	None	1 working day	BAC Sec
	d.5. Prepare Purchase Order(PO)	None	30 minutes	Purchaser
	d.6. Purchase PR.	None	10 minutes	Purchaser
2. Receive the materials requested.	2. Release the Items purchased.	None	10 minutes	Storekeeper
3. Proceed to authorized shop for repair.	3. Endorse the conduct of repair.	None	1 hour	TOEM Head



TOTAL	None	Petty Cash – 2 working days 1 hour 40 minutes Cash Advance – 5 working days 1 hour 40 minutes Below P50,000.00 – 5 working days 1 hour 40 minutes For P50,000.00 to P999,999.00 – 10 working days 2 hours 30 minutes	
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35. Request for Repair of Service Vehicle (With Stock)

Service vehicles are vital for the efficient and effective performance and delivery of essential government services. It is also as important that the aforesaid vehicles are always readily available.

Office or Division:	Transport Operation and Equipment Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BWD Employees authorized to use service vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair of Service Vehicle Form (RRSVF)		TOEM Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Employees' Portal and request for repair of service vehicle.	1. Approve request.	None	5 minutes	Immediate Supervisor



2. Receive the item/s requested.	2. Release the requested item/s.	None	20 minutes	Warehouse Custodian
3. Proceed to Authorized shop for repair.	3. Endorse the Conduct of repair.	None	1 working day	TOEM Head
TOTAL		None	1 working day 25 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<p>Answer the client feedback form and drop it at the designated drop box beside concessionaire's portal Contact info: (044) 766 2618 / 0988-8413155 / 0917-560-3045</p> <p>Or</p> <p>Send feedback thru our official online communication platforms Website: www.baliwagwd.com.ph www.facebook.com/baliwagwd Email: customercare@baliwagwd.com.ph publicinfo@baliwagwd.com.ph</p>
<p>How feedbacks are processed</p>	<p>Every Friday, Customer Care Representative opens the drop box and compiles and records all feedbacks submitted.</p> <p>Feedback received thru official online communication platforms by the Public Information Officer shall be opened on a daily basis.</p> <p>Feedback requiring answer are forwarded to the relevant offices and they are required to answer within three (3) working days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen</p>
<p>How to file complaint</p>	<p>Answer the client complaint form and drop it at the designated drop box placed beside the concessionaire's portal.</p>



FEEDBACK AND COMPLAINTS MECHANISM

	<p>Complaint can also be filed via telephone and available online communication platforms. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evidence <p>For inquires and follow-ups, clients may contact the following contact numbers: (044) 766 2618 / 0988-8413155 / 0917-560-3045</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 766 2618 / 0998-8413155 / 0917-560-3045</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



List of Offices

Office	Address	Contact Information
BWD Main Bldg.	Col. Tomacruz St., Poblacion Baliwag, Bulacan	(044) 766-2618
BWD Old Bldg.	BS Aquino Ave., Bagong Nayon, Baliwag, Bulacan	(044) 766-2618 loc 248-249
BWD SpTP Bldg.	Tiongson St., San Roque, Baliwag, Bulacan	(044) 766-2618 loc. 250