



# 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.



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# EXTERNAL SERVICES



## 1. 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.

<b>Office or Division:</b>	Commercial Services Department and Treasury Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All active accounts with no outstanding balance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- photocopy of 1 valid ID (existing and new owner)</li> <li>- authorization letter</li> <li>- photocopy of death certificate (if deceased)</li> <li>- deed of sale / land title</li> </ul> <p>Other requirements deemed necessary</p>		<p>Issuing government agencies</p> <p>Existing account holder Registrar's Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CSR desk.	1. Interview and ask the needed requirements.	None	5 minutes	Customer Service Representative (CSR)



<p><b>2.</b> Submit the requirements.</p> <p><b>3.</b> Pay the necessary fee</p> <p><b>4.</b> Sign the form and present OR.</p>	<p><b>2.1</b> Check and verify the requirements submitted.</p>	None	3 minutes	CSR
	<p><b>2.2</b> Prepare Change of Ownership form and attach the requirements.</p>	None	2 minutes	CSR
	<p><b>3.</b> Accept payment and issue OR.</p>	PHP 300.00	5 minutes	Cashier
	<p><b>4.1</b> Submit the form to the Customer Care Division Head for approval.</p>	None	1 minute	CSR
	<p><b>4.2</b> Forward the approved form to Accounts Division Head for change of ownership.</p>	None	2 minutes	Customer Care Division Head
	<p><b>4.3</b> Change the account's record in the billing system</p>	None	1 minute	Billing Clerk
<b>TOTAL:</b>		<b>PHP 300.00</b>	<b>19 minutes</b>	





## 2. 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.

<b>Office or Division:</b>	Sewerage and Sanitation Department, Customer Care Division and Treasury Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, and G2G			
<b>Who may avail:</b>	All qualified BWD and non-BWD concessionaires within the franchise area			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Desludging Request Form			Customer Service Representative Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	None	1 day	CSR
	4.2 Perform necessary actions based on desludging procedure.		5 days	Sanitation Div. Personnel
	a. normal case	None	14 days	Third Party Lab Technician
	b. special case	Amount to be determined by Third party		
	4.3 Perform desludging.	None	2 hours	Desludging Personnel
5. Acknowledge desludging report and billing statement.	5.1 Issue desludging report and billing	None	5 minutes	Desludging Personnel



<p><b>6.</b> Settle payment at the cashier located at other payment receiving area</p>	<p><b>5.2</b> Furnish duplicate copy to Accounting Div.  <b>6.</b> Receive payment and issue Official Receipt</p>	<p>None</p> <p><b>A.</b> Qualified to two-year service connection requirement - <b>None</b>  <b>B.</b> BWD concessionaires that had already been desludged within the set five-year cycle – <b>PHP 1,500.00/cu.m</b>  <b>C.</b> BWD concessionaires with less than two-year service connection – <b>PHP 1,500.00/cu.m</b></p>	<p>1 hour</p> <p>5 minutes</p>	<p>Desludging Personnel</p> <p>Cashier</p>
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		<p><b>D. BWD concessionaire that is disconnected- PHP 1,500.00/ cu.m</b></p> <p><b>E.Non- BWD concessionaires– (within and outside)PHP 2,500.00/ cu.m</b></p> <p><b>F. Non-BWD concessionaires (outside franchise area) Application Fee-PHP500.00</b></p> <p>*Transportation Fee will vary with the present price of fuel</p> <p><b>G. Desludging Certificate- PHP 100.00</b></p>		
	<p><b>TOTAL:</b></p>	<p><b>Depends on the volume desludged, client classification and case classification.</b></p> <p><b>Desludging Certificate- PHP 100.00</b></p>	<p><b>Normal Case- 6 days, 3 hours, 23 minutes</b></p> <p><b>Special Case-15 days, 3 hours, 23 minutes</b></p>	



### 3. 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.

<b>Office or Division:</b>	Customer Care Division, Pipelines and Leakage Control (PALC) Division and Treasury Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All active concessionaires of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.</b> Proceed to CSR's desk and provide account details. <b>2.</b> Pay the necessary fee.	<b>1.</b> Validate the account details.	None	2 minutes	CSR
	<b>2.1</b> Accept payment and issue OR.	Cost of Ball Valve	5 minutes	Cashier
	<b>2.2</b> Prepare CSF and forward to PALC.	None	1 minute	CSR
	<b>2.3</b> Prepare JO. <b>2.4</b> Proceed to process of ball	None None	2 minutes 6 hours	PALC Clerk WMM



<b>3.</b> Acknowledge the job performed by signing the JO.	valve replacement. <b>3.</b> Present JO for customer's acknowledgment	None	1 minute	WMM
<b>TOTAL:</b>		<b>Cost of Ball Valve</b>	<b>6 hours 11 minutes</b>	

#### 4. 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.

<b>Office or Division:</b>	Pipelines and Leakage Control Division and Customer Care Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C, G2G, G2B	
<b>Who may avail:</b>	All concerned citizens	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
None		Not Applicable



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to CSR's desk.</p> <p>2. Acknowledge the job performed by signing the JO.</p>	<p>1.1 Interview concessionaire to know the details.</p>	None	10 minutes	CSR
	<p>1.2 Prepare CSF and forward to PALC.</p>	None	1 minute	CSR
	<p>2.1 Prepare JO.</p>	None	2 minutes	WMM
	<p>2.2 Proceed to leak repair process.</p>	None	<p><b>A. Service Line</b> 3 hours  <b>B. Mainline</b> 8 hours  <b>C. Special Case</b> 3 days</p>	WMM
<b>TOTAL:</b>		None	<p><b>A. Service Line</b> 3 hours 13 minutes  <b>B. Mainline</b> 8 hours 13 minutes  <b>C. Special Case</b> 3 days 13 minutes</p>	



## 5. New Service Connection

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

<b>Office or Division:</b>	Customer Care Division, Treasury Division and Pipelines and Leakage Control Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	All residents and establishments in Baliwag City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. VALID IDENTIFICATION</b> <ul style="list-style-type: none"> <li>• <b><u>Applicant</u></b> <ul style="list-style-type: none"> <li>➤ Original and photocopy of at least 2 valid ID's</li> </ul> </li> <li>• <b><u>Representative</u></b> <ul style="list-style-type: none"> <li>➤ Original and photocopy of representative's 2 valid IDs</li> <li>➤ Original and photocopy of applicant's 2 valid IDs</li> <li>➤ Authorization letter from the applicant</li> </ul> </li> <li>• <b><u>Corporate Representative</u></b> <ul style="list-style-type: none"> <li>➤ Original and photocopy or representative's 2 valid IDs</li> <li>➤ Authorization covered by a board resolution confirmed by board secretary</li> </ul> </li> </ul>		Issuing government agency  Issuing government agency  Issuing government agency  Applicant  Issuing Government agency  Board Secretary
<b>B. PROOF OF OWNERSHIP</b> <ul style="list-style-type: none"> <li>• <u>For private lot (any of the following)</u></li> </ul>		Register of Deeds





<ul style="list-style-type: none"> <li>➤ Photocopy of lot title</li> <li>➤ Certified copy of building permit</li> <li>• <u>For private lot with pending application for Title</u></li> <li>➤ Tax declaration</li> <li>➤ Duly notarized deed of sale</li> <li>➤ Contract to sell</li> <li>➤ Certification from appropriate housing authority/developer attesting to the applicant's ownership of the property</li> <li>• <u>For Corporation or Business Establishment</u></li> <li>➤ Photocopy of lot title (if owned)</li> <li>➤ Notarized leased contract (if rented)</li> </ul>	<p>Assessor's Office</p> <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.</p> <p>1.2 Conduct pre-inspection.</p> <p>1.2.A If approved - advise applicant</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>1 day</p>	<p>CSR</p> <p>PALC Inspector</p>



<p><b>2. Install after meter line.</b></p>	<p>to install after meter line.  <b>1.2.B</b> If disapproved -end of transaction.  <b>2.1</b> Prepare inspection order.  <b>2.2</b> Conduct inspection.  <b>2.2.A</b> If approved - prepare and update the application cost and bill of materials and advise applicant to pay the new connection fees.  <b>2.2.B</b> If disapproved - Assist the applicant based on the SOP.</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>1 day</p>	<p>CSR</p> <p>PALC Inspector</p>
<p><b>3. Pay the necessary charges and fees.</b></p>	<p><b>3.1</b> Prepare the application form (and PN if any).  <b>3.2</b> Accept payment and issue OR.</p>	<p>None</p> <p>Fixed fee for the ff:  Processing fee:  <b>PHP500.00</b></p>	<p>3 minutes</p> <p>5 minutes</p>	<p>CSR</p> <p>Cashier</p>



	<p><b>3.3</b> Submit the application form to the Division Head for signature</p>	<p>Installation &amp; Tapping fee: <b>PHP 1,000.00</b>          Investigation fee: <b>PHP 200.00</b>          Customer Deposit:              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          Price may vary for Bill of materials and labor fee</p>	<p>None</p>	<p>2 minutes</p> <p>CSR</p>
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	<p><b>3.4</b> Issue applicant's copy of form.</p> <p><b>3.5</b> Prepare JO and bill of materials.</p> <p><b>3.6</b> Proceed to new connection process</p>	None	2 minutes	CSR
		None	2 minutes	PALC Clerk
		None	<p><b>A. Ordinary –</b> 3 days</p> <p><b>B. Cluster Ordinary/ Jackhammer</b> 5 days</p> <p><b>C. Traverse-</b> 10days</p>	WMM
<b>TOTAL</b>		<p><b>Fixed Fee of PHP 1,700.00 plus Customer Deposit, Bill of Materials and Labor fee</b></p>	<p><b>A. Ordinary –</b> 5 days 22 minutes</p> <p><b>B. Cluster Ordinary/ Jackhammer</b> 7 days 22 minutes</p> <p><b>C. Traverse-</b> 12 days 22 minutes</p>	



## 6. 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.

<b>Office or Division:</b>	Customer Care Division, Pipelines and Leakage Control (PALC) Division and Treasury Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All active concessionaires of BWD with no outstanding balance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		Teller's Booth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay unsettled amount.	1. Receive payment and issue OR.	Outstanding balance	3 minutes	Teller
2. Proceed to CSR's desk and request for permanent disconnection.	2.1 Verify the account. 2.2 Prepare CSF and forward to PALC. 2.3 Prepare JO. 2.4 Proceed to permanent	None	3 minutes	CSR
		None	2 minutes	CSR
		None	2 minutes	PALC Clerk
		None	3 days	WMM



	disconnection process. <b>2.5</b> Change the status of account in the Billing system.	None	2 minutes	Billing Clerk
<b>TOTAL:</b>		<b>Outstanding balance</b>	<b>3 days, 12 minutes</b>	

## 7. 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.

<b>Office or Division:</b>	Commercial Services Department and Pipelines and Leakage Control Division		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	All permanently disconnected accounts		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Official Receipt		Teller's booth	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to the teller and pay the amount due.</p> <p><i>*Make sure to secure official receipt that will be issued upon payment</i></p>	<p>1.1 Receive payment and issue OR.</p>	<p>Outstanding balance + reconnection fee:  <b>A.</b> Using Magnetic Ball Valve- PHP 1,200.00  <b>B.</b> From Mainline- PHP 2,500.00            *New connection rate for &gt; 5 years PD</p>	<p>3 minutes</p>	<p>Teller</p>
	<p>1.2 Monitor and print reconnection order.</p>	<p>None</p>	<p>5 minutes</p>	<p>Reconnection Clerk</p>
	<p>1.3 Prepare CSF and forward to PALC.</p>	<p>None</p>	<p>3 minutes</p>	<p>CSR</p>
	<p>1.4 Prepare JO.</p>	<p>None</p>	<p>2 minutes</p>	<p>PALC Clerk</p>
	<p>1.5 Proceed to the reconnection</p>	<p>None</p>	<p>3 days</p>	<p>WMM</p>



	water service process. <b>1.6</b> Change the status of account in the Billing system.	None	2 minutes	Billing Clerk
<b>TOTAL:</b>		<b>Outstanding balance + reconnection fee:</b> <b>A. Using Magnetic Ball Valve- PHP 1,200.00</b> <b>B. From Mainline- PHP 2,500.00</b> <b>*New connection rate for &gt; 5 years PD</b>	<b>3 days 15 minutes</b>	





## 8. 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.

<b>Office or Division:</b>	Commercial Services Department and Treasury Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All temporary disconnected accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		Teller's booth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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><b>1.1</b> Advise the Reconnection Personnel of the account details.</p> <p><b>1.2</b> Perform the water service reconnection process.</p> <p><b>1.5</b> 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>
<b>TOTAL:</b>		<b>Outstanding balance + PHP150.00</b>	<b>3 hours, 16 minutes</b>	



## 9. 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.

<b>Office or Division:</b>	Customer Care Division, Treasury Division and Pipelines and Leakage Control Div.			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All active concessionaires of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing notice or Official Receipt		Delivered to respective residences Teller's booth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 day	PALC Inspector



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



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

## 10. Replacement of Lost Water Meter

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

<b>Office or Division:</b>	Customer Care Division and Pipelines and Leakage Control Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing notice or Official Receipt		Delivered to respective residences Teller's booth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. 1.4 Proceed to water meter replacement process.	None	3 hours	WMM
	2. Present JO to concessionaire.	None	2 minutes	WMM
<b>TOTAL:</b>		<b>None</b>	<b>3 hours, 7 minutes</b>	

## 11. Request for Inspection

Concessionaires may request for inspection for reclassification, abrupt increase/ decrease in water billings or any meter-related concern.

<b>Office or Division:</b>	Customer Care Division and Pipelines and Leakage Control Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	All concessionaires of BWD	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
None		Not applicable



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1.</b> Proceed to CSR's desk and provide account details.	<b>1.1</b> Validate the account details.	None	2 minutes	CSR
	<b>1.2</b> Prepare Job Order (JO) for inspection.	None	1 minute	CSR
	<b>1.3</b> Conduct of inspection.	None	1 day	PALC Inspector
	<b>1.4.</b> Post inspection result and forward to concerned department.	None	5 minutes	CSR
<b>TOTAL:</b>		None	<b>1 day 8 minutes</b>	



## 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.

<b>Office or Division:</b>	Customer Care Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All qualified senior citizen concessionaires of BWD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen ID		Baliwag City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.</b> Proceed to the CSR's desk and present senior citizen ID. <b>2.</b> Sign the SC application form.	<b>1.1</b> Verify the account.	None	3 minutes	CSR
	<b>1.2</b> Prepare SC application form.	None	2 minutes	CSR
	<b>2.</b> Submit the SC application form to the Division Head for approval.	None	2 minutes	CSR
<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	





### 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.

<b>Office or Division:</b>		Commercial Services Department and Treasury Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All active accounts with no outstanding balance		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt Authorization letter (in case of representative)		Teller's booth Account holder		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.</b> Pay unsettled amount at the teller's booth. <b>2.</b> Proceed to CSR's desk and request for temporary disconnection.	<b>1.</b> Receive payment and issue OR.	Outstanding balance	3 minutes	Teller
	<b>2.1</b> Verify the account.	None	3 minutes	CSR
	<b>2.2</b> Prepare JO.	None	2 minutes	CSR
	<b>2.3</b> Proceed to temporary disconnection process.	None	1 day	Disconnection Personnel
	<b>2.4</b> Change the status of account in the Billing System	None	2 minutes	CSR
<b>TOTAL:</b>		<b>Outstanding Balance</b>	<b>1 day 10 minutes</b>	



## 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.

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



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

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



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



# INTERNAL SERVICES



## 15. Request for ICT Technical Support

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

<b>Office or Division:</b>	Management Information Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government-to-Government			
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
MIS Job Order Online Request		Employees Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
<b>TOTAL:</b>		<b>None</b>	<b>3 hours 40 minutes</b>	



## 16. Request for New IT Equipment

Request from BWD employees for New IT Hardware Equipment.

<b>Office or Division:</b>	Management Information Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government-to-Government			
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
IT Equipment Request Form		MIS Division Clerk Processor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	<b>TOTAL:</b>	<b>None</b>	<b>1 day 20 minutes</b>	





## 17. Request for System Enhancement

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

<b>Office or Division:</b>	Management Information Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government-to-Government			
<b>Who may avail:</b>	All Employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
MIS Job Order Online Request	Employees Portal			
System Enhancement Request Form (SER Form)	MIS Division Clerk Processor			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)



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

## 18. Request for System Support

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

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



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours 40 minutes</b>	



## 19. 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.

<b>Office or Division:</b>	Treasury Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Purchased Request Official Receipt under BWD			GSD Office Suppliers	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	



## 20. Cash Advance Payable through Check

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

<b>Office or Division:</b>	Financial Management Dept., Corporate Planning Dept., Office of the Assistant General Manager and Office of the General Manager (OGM)			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved cash advance request and purchase request		Employee requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 the Budget Utilization Request and Status(BURS).	None	15 minutes	Budget Officer



2. Receive the check.	1.4 Prepare Disbursement Voucher (DV).	None	15 minutes	Accounting Personnel	
	1.5 Sign the DV.	None	30 minutes	Requesting Personnel, Dept. Head and AGM Concerned or CPD Head	
	1.6 Approve the DV.	None	2 hours	General Manager	
	1.7 Forward DV to Treasury Div.	None	10 minutes	OGM Secretary	
	1.8 Prepare the check.	None	5 minutes	Supervising Cashier	
	1.9 Approve voucher and sign the check.	None	2 hours	Assistant General Manager of AFG and General Manager	
	1.10 Forward the check to Cashier for releasing.	None	10 minutes	OGM Secretary	
	2. Release check to its claimant.	None	5 minutes	Cashier	
	<b>TOTAL:</b>		<b>None</b>	<b>7 hours 50 minutes</b>	



## 21. Disbursements

Settlement of government payables/obligations by check or ADA

<b>Office or Division:</b>	Financial Management Dept., Corporate Planning Dept., Office of the Assistant General Manager and Office of the General Manager (OGM)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, & G2B – Government to Business			
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete documents to Finance Department.	1.1 Receive billing or statement of accounts.	None	10 minutes	Accounting Personnel
	1.2 Check attached documents as to validity, legitimacy, and completeness	None	10 minutes	Accounting Personnel





2. Issue Official Receipt (OR). 3. Receive the check.	1.3 Prepare BURS	None	15 minutes	Budget Officer
	1.4 Prepare Disbursement Voucher (DV)	None	15 minutes	Accounting Personnel
	1.5 Sign the DV.	None	30 minutes	Requesting Personnel, Dept. Head and AGM Concerned or CPD Head
	1.6 Approve the DV.	None	2 hours	General Manager
	1.7 Forward DV to Treasury Div.	None	10 minutes	OGM Secretary
	1.8 Prepare the check.	None	5 minutes	Supervising Cashier
	1.9 Approve voucher and sign the check.	None	2 hours	Assistant General Manager of AFG and General Manager
	1.10 Forward the check to Cashier for releasing.	None	10 minutes	OGM Secretary
	2. Check the issued OR.	None	5 minutes	Cashier
	3. Release checks.	None	5 minutes	Cashier
<b>TOTAL:</b>		<b>None</b>	<b>5 hours 55 minutes</b>	



## 22. Application to Invitations for Learning and Development Interventions

All employees may avail of the opportunities for attendance to invitations to local and foreign-assisted scholarships, study grants, trainings, seminars workshops, conferences and conventions received by Baliwag Water District.

<b>Office or Division:</b>	Training and Development Division and Office of the General Manager			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government			
<b>Who may avail:</b>	Top Management and All BWD Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Learning and Development Intervention (L&DI) Processing Form		Training and Development Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure the L&DI Processing Form from the Training and Development Division (TDD) Personnel.  2. Fill out the Application and Endorsement	1.1 Provide the L&DI Processing Form to the applicant	None	1 minute	TDD Personnel



<p>(Grey) Portion of the L&amp;DI Processing Form and have it endorsed by the Immediate Supervisor.</p> <p><b>3.</b> Submit the accomplished L&amp;DI Processing Form to the TDD Personnel.</p>	<p><b>3.1</b> Receive the duly accomplished L&amp;DI Processing Form.</p>	None	1 minute	TDD Personnel
	<p><b>3.2</b> Convene a Human Resource Development Committee (HRDC) Meeting to evaluate the application and endorse the result of the evaluation to the General Manager (GM).</p>	None	3 days	HRDC
	<p><b>3.3</b> Approval or disapproval of the GM of the L&amp;DI application.</p>	None	2 days	GM
	<p><b>3.4</b> Notify the applicant on the Application result</p>	None	1day	TDD Personnel
	<b>TOTAL:</b>	None	<b>6 days 6 minutes</b>	



## 23. 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.

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



<p><b>Application for Special Leave Privilege:</b></p> <p>MOURNING LEAVE</p> <ul style="list-style-type: none"> <li>• Death Certificate</li> </ul> <p>HOSPITALIZATION</p> <ul style="list-style-type: none"> <li>• Medical Certificate</li> </ul>	<p>Local Civil Registry</p> <p>Hospital/Clinic</p>
<p><b>Application for Special Emergency Leave</b></p> <ul style="list-style-type: none"> <li>• Brgy. Certificate declaring that area is under state of calamity</li> </ul>	<p>Brgy. Hall</p>
<p><b>Application for Solo Parent Leave</b></p> <ul style="list-style-type: none"> <li>• Solo Parent ID</li> </ul>	<p>DSWD</p>
<p><b>Application for Magna Carta Leave</b></p> <ul style="list-style-type: none"> <li>• Medical Certificate</li> </ul>	<p>Attending Physician</p>
<p><b>Application for Rehabilitation Leave for Job related injuries</b></p> <ul style="list-style-type: none"> <li>• Medical Certificate</li> <li>• Incident report</li> </ul>	<p>Hospital/Clinic</p> <p>Employee and Head</p>
<p><b>Application for Terminal Leave</b></p> <ul style="list-style-type: none"> <li>• Clearance form (CS Form No. 7 Revised 2018)</li> </ul>	<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>1.1 Approve Request.</p>	<p>None</p>	<p>10 minutes</p>	<p>Immediate Supervisor</p>
	<p>1.2 Approve Filed Leave.</p>	<p>None</p>	<p>10 minutes</p>	<p>HRD Head</p>
	<p>1.3 Final Approval.</p>	<p>None</p>	<p>1 working day</p>	<p>GM</p>
	<p>1.4 Print the approved filed leave.</p>	<p>None</p>	<p>5 minutes</p>	<p>Leave Administration Personnel</p>
<p>2. Submit the needed requirements.</p>	<p>2. Receipt and validation of submitted requirements.</p>	<p>None</p>	<p>10 minutes</p>	<p>Leave Administration Personnel</p>
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>1 day 35 minutes</b></p>	



## 24. 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.

<b>Office or Division:</b>	Human Resource Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Employees of Baliwag Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a copy of Certificate of Employment Request Form and Consent for Employment Verification Form at Human Resource Department	1.1 Receive the properly filled-out Certificate of Employment Request Form and Consent for Employment Verification Form.	None	10 minutes	MPRD Personnel



<p>Office and fill out the needed information and submit it to the attending Manpower Placement and Recruitment Division (MPRD) Personnel.</p>	<p><b>1.2</b> Prepare COE  <b>1.3</b> Forward to the MPRD Head for review.  <b>1.4</b> Review COE.  <b>1.5</b> Forward the reviewed COE to the HRD Head.  <b>1.6</b> Sign the COE.</p> <p><b>2.</b> Release and secure a receiving copy of the COE.</p>	<p>None  None  None  None  None  None</p>	<p>1 hour  5 minutes  30 minutes  5 minutes  5 minutes  5 minutes</p>	<p>MPRD Personnel  MPRD Personnel  MPRD Head  MPRD Personnel  HRD Manager  MPRD Personnel</p>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours</b>	





## 25. Request for Service Records

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

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



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



## 26. 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.

<b>Office or Division:</b>	General Services Department, Financial Management Dept., Office of the Assistant General Manager and Office of the General Manager	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G- Government to Government	
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Purchase Requisition (PR) Technical specifications of requested materials		Personnel in Charge Requesting Party

### A. Petty Cash

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Employee's Portal and request purchase of materials	1.1 Approve the request.	None	5 minutes	Immediate Supervisor
	1.2 Purchase the request	None	8 hours	Purchaser
<b>TOTAL:</b>		<b>None</b>	<b>8 hours 5 minutes</b>	



**B. Cash Advance, C. If Below Php 50,000.00, D. For Php 50,000.00 – Php 999,999.00 and E. If above Php 1,000,000.00**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Log in to Employee's Portal and request purchase of materials	1.1 Approve the request.	None	5 minutes	Immediate Supervisor	
	1.2 Certify budget	None	5 minutes	Manager, Gen. Accounting Div.	
	1.3 Approve PR	None	1 working day	General Manager	
	1.4 Prepare the approved PR	None	5 minutes	Canvasser	
	1.4 Record PR/ PRS	None	10 minutes	Purchasing Personnel	
	<b>B. Cash Advance</b>	B.1 Forward the PR to the requestor	None	5 minutes	Canvasser
	B.2 Request for Cash Advance	None	3 working days	Requestor	
	B.3 Purchase the item/material	None	1 working day	Requestor	
	<b>C. If Below</b>	<b>Php50,000.00</b>			
	C.1 Conduct canvass	None	3 working days	Canvasser	
	C.2 Prepare Abstract of Quotation	None	30 minutes	Purchasing Personnel	
	C.3 Approve abstract of quotation	None	1 working day	Assistant General Manager, AFG	



<b>C.4</b> Prepare Purchase Order (PO)	None	1 hour	Purchaser
<b>C.5</b> Approve PO	None	1 working day	GM
<b>C.6</b> Send approved PO to the supplier	None	30 minutes	Canvasser/ Supplier
<b>C.7</b> Schedule of delivery			
<b>C7.1</b> Within Bulacan area	None	7 working days	Supplier
<b>C.7.2</b> Outside Bulacan area	None	15 working days	Supplier
<b>D. For Php50,000.00-Php999,999.00</b>			
<b>D.1</b> Endorse PR to BAC	None	10 minutes	Purchasing Personnel
<b>D.2</b> Post to PhilGEPS	None	7 calendar days	BAC
<b>D.3</b> BAC Meeting-Opening of Quotation	None	1 working day	BAC
<b>D.4</b> Prepare abstract of quotation	None	1 working day	BAC
<b>D.5</b> Approve abstract of quotation	None	1 working day	BAC
<b>D.6</b> Prepare PO	None	30 minutes	Purchaser
<b>D.7</b> Approve PO	None	1 working day	General Manager
<b>D.8</b> Send approved PO to the supplier	None	30 minutes	Canvasser



	<b>D.9</b> Schedule of delivery			
	<b>D.9.1</b> Within Bulacan area	None	7 working days	Canvasser/ Supplier
	<b>D.9.2</b> Outside Bulacan area	None	15 working days	Canvasser/ Supplier
	<b>E. If above Php1,000,000.00</b>			
	<b>E.1</b> Endorse PR to BAC	None	10 minutes	Purchasing Personnel
	<b>E.2</b> BAC Pre-Procurement Meeting	None	1 working day	BAC
	<b>E.3</b> Post to PhilGEPS	None	7 calendar days	BAC Secretariat
	<b>E.4</b> Pre Bid Conference	None	1 working day	BAC
	<b>E.5</b> Bidding Process	None	12 calendar days	BAC
	<b>E.6</b> BAC Meeting-Opening of Quotations	None	1 working day	BAC
	<b>E.7</b> Post Qualification Process	None	1 working day	BAC
	<b>E.8</b> Preparation of Notice of Award	None	7 calendar days	BAC Secretariat
	<b>E.9</b> Submission of Performance Bond	None	10 calendar days	Supplier
	<b>E.10</b> Preparation of Contract and Contract Signing	None	30 minutes	BAC
	<b>E.11</b> Issuance of Notice to Proceed	None	1 working day	BAC



	<p><b>E.12</b> Prepare PO</p> <p><b>E.13</b> Approve PO</p> <p><b>E.14</b> Send approved PO to the supplier</p> <p><b>E.15</b> Schedule of Delivery</p> <p><b>E.15.1</b> Within Bulacan area</p> <p><b>E.15.2</b> Outside Bulacan area</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>1 working day</p> <p>30 minutes</p> <p>7 working days</p> <p>15 working days</p>	<p>Purchaser General Manager Canvasser</p> <p>Canvasser/ Supplier Canvasser/ Supplier</p>
<p><b>TOTAL:</b></p>		<p><b>None</b></p>	<p><b>A. Petty Cash</b> 1 working day 5 minutes</p> <p><b>B. Cash Advance</b> 5 working days 45 minutes</p> <p><b>C. Below Php50,000</b></p> <p style="padding-left: 20px;"><b>Within Bulacan</b> 13 working days 2 hours 40 minutes</p> <p style="padding-left: 20px;"><b>Outside Bulacan</b> 21 working days 2 hours 40 minutes</p>	



		<p><b>D. Above Php50,000 to Php999,999</b></p> <p><b>Within Bulacan 12 working days 7 calendar days 1 hour 50 minutes</b></p> <p><b>Outside Bulacan 20 working days 7 calendar days 1 hour 50 minutes</b></p> <p><b>E. Above Php1,000,000</b></p> <p><b>Within Bulacan 14 working days 36 calendar days 2 hours 20 minutes</b></p> <p><b>Outside Bulacan 22 working days 36 calendar days 2 hours 20 minutes</b></p>	
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## 27. 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.

<b>Office or Division:</b>	Building and Grounds Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Online Request	BWD Employees Portal			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	



## 28. 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.

<b>Office or Division:</b>	Transport Operation and Equipment Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Authorized BWD employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Gas Issuance Form (RGIF)		Transport Operation and Equipment Maintenance Division (TOEMD) Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to Employees' Portal and request for gas issuance  2. Receive approved PO.	1.1 Check and approve the request	None	5 minutes	Division Manager
	1.2 Prepare Purchase Order.	None	5 minutes	TOEMD Clerk
	1.3 Approve PO.	None	5 minutes	TOEMD Head
	2. Issue PO.	None	5 minutes	TOEMD Clerk
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	



## 29. 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.

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



	<b>1.2</b> Request purchase of materials online.	None	5 minutes	TOEM Clerk
	<b>1.3</b> Certify budget.	None	5 minutes	Accounting Head
	<b>1.4</b> Check Purchase Request (PR).	None	5 minutes	Purchaser
	<b>1.5</b> Certify availability of funds	None	5 minutes	Treasury Head
	<b>1.6</b> Approve PR.	None	5 minutes	GSD Head
	<b>1.7</b> Permit purchase.	None	1 working day	General Manager
	<b>1.1</b> Purchase request for:			
	<b>a.</b> <i>PETTY CASH</i>	None	2 working days	Purchaser
	<b>b.</b> <i>CASH ADVANCE</i>	None	4 working days	Purchaser
	<b>c.</b> <i>Below P50,000.00</i>	None	4 working days	Purchaser
	<b>d.</b> <i>For P50,000-P999,999.00</i>	None	4 working days	Canvasser
	d.1. Endorse PR to BAC Sec.	None	4 working days	
	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
<b>2. Receive the materials requested.</b>	<b>2. Release the Items purchased.</b>	None	10 minutes	Storekeeper
<b>3. Proceed to authorized shop for repair.</b>	<b>3. Endorse the conduct of repair.</b>	None	1 hour	TOEM Head



<b>TOTAL</b>	<b>None</b>	<b>Petty Cash –</b> 2 working days 1 hour 40 minutes  <b>Cash Advance –</b> 5 working days 1 hour 40 minutes  <b>Below P50,000.00 –</b> 5 working days 1 hour 40 minutes  <b>For P50,000.00 to P999,999.00 –</b> 10 working days 2 hours 30 minutes	
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### 30. 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.

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



<b>2.</b> Receive the item/s requested.	<b>2.</b> Release the requested item/s.	None	5 minutes	Warehouse Custodian
<b>3.</b> Proceed to Authorized shop for repair.	<b>3.</b> Endorse the Conduct of repair.	None	1 day	TOEM Head
<b>TOTAL</b>		<b>None</b>	<b>1 day 10 minutes</b>	





### 31. 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.

<b>Office or Division:</b>	Office of the General Manager – Legal Services and Public Information Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All employees of Baliwag Water District (BWD)			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Maintenance Advisory Form (MAF) Advisory Form (AF)	Public Information Section			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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><b>3. Submit approved MAF/AF.</b></p>	<p><b>3.1</b> Receive the MAF/AF and check the completeness of the form.</p>	None	5 minutes	Public Information Talent
	<p><b>3.2</b> Acknowledge the submitted MAF/AF and return 2 copies to the requestor.</p>	None	5 minutes	Public Information Talent
	<p><b>3.3</b> 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><b>3.4</b> Secure approval of the CPD head before posting the said announcement.</p>	None	1 working day	Public Information Talent	
<p><b>3.5</b> Post the announcement at the all social media platforms available.</p>			5 minutes	Public Information Talent
	<b>TOTAL:</b>	<b>None</b>	<b>A. Maintenance Advisory Form and Collection Schedule – 1 day52 minutes</b>	



			<b>B. Programs and Policies – 2 days 22 minutes</b>	
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### 32. Request for Layout

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.

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



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



### 33. 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.

<b>Office or Division:</b>	Office of the General Manager – Legal Services and Public Information Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All concerned department and/or division	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours32 minutes</b>	



### 34. 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.

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



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





## 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: <a href="http://www.baliwagwd.com.ph">www.baliwagwd.com.ph</a> <a href="https://www.facebook.com/baliwagwd">www.facebook.com/baliwagwd</a> Email: <a href="mailto:customercare@baliwagwd.com.ph">customercare@baliwagwd.com.ph</a> <a href="mailto:publicinfo@baliwagwd.com.ph">publicinfo@baliwagwd.com.ph</a></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"><li>-Name of person being complained</li><li>-Incident</li><li>-Evidence</li></ul> <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: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



## List of Offices

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