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Baliwag Water District

ISO 9001:2015 CERTIFIED

BWD BLDG., COL. TOMACRUZ ST., POBLACION, BALIWAG CITY, 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 City 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 leading the industry through innovations, sustainable development, and environmental protection 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

Baliwag Water District values the importance of providing adequate potable water and proper sanitation service for the continued socio-economic growth of the community. We are committed to provide excellent service and manage properly all aspects of our system to provide safe and aesthetically appealing water in compliance with the Philippine National Standard for Drinking Water and other statutory requirements. It is our policy to provide water and sanitation service in accordance with the highest standard set forth by the government.



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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.

Office or Division:	New Service Connection and Customer Care Division and Treasury Division
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 1 valid ID (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</p> <p>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	None	5 minutes	Customer Service Representative



	needed requirements			(CSR)
2. Submit the requirements	2.1 Check and verify the requirements	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	₱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	None	2 minutes	Customer Care Division Head



	for change of ownership			
	4.3 Change the account's record in the billing system	None	1 minute	Billing Clerk
TOTAL:		₱300.00	19 minutes	

2. Desludging Service

Septage Management Program is a comprehensive wastewater management that caters the City 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:	Sanitation Division, New Service Connection and Customer Care Division, and Treasury Division		
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 request or 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. Safekeep the proof of request for presentation	4.1 Forward request to sanitation division	None	1 day	CSR

on to desludging surveyor and wait for desludging schedule	4.2 Perform necessary actions based on desludging procedure a. Normal case b. Special case	Amount TBD by Third Party		
	4.3 Perform desludging	None	5 days 14 working days 2 working hours	Sanitation Div. Personnel Third Party Lab Technician Desludging Personnel
5. Acknowledge desludging report and billing statement	5.1 Issue desludging report and billing 5.2 Furnish duplicate copy to Accounting Division	None None	5 minutes 1 hour	Desludging Personnel Desludging Personnel
6. Settle payment at the cashier	6. Receive payment and issue	a. Qualified to two- year service connection	5 minutes	Cashier

located at other payment receiving area	Official Receipt	<p>requirement – None</p> <p>b. BWD concessionaires that had already been desludged within the set five-year cycle - ₱1,500.00/cu.m</p> <p>c. BWD concessionaires with less than two-year service connection - ₱1,500.00/cu.m</p> <p>d. BWD concessionaire that is disconnected - ₱1,500.00/cu.m</p> <p>e. Non-BWD concessionaires (within and outside) - ₱2,500.00/cu.m</p> <p>f. Non-BWD concessionaires (outside franchise area) Application Fee - ₱500.00</p> <p>*Transportation fee will vary the</p>		
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		present price of fuel		
		g. Desludging certificate - ₱100.00		
TOTAL:		Depends on the volume desludged, client classification, and case classification	Normal Case – 6 working days, 3 working hours, 23 minutes Special Case – 15 working days, 3 working hours, 23 minutes	

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.

Office or Division:	New Service Connection and Customer Care Division, Pipelines and Leakage Control Division, and Treasury Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All active concessionaires of BWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CSR's desk and provide account details.	1. Validate the account details.	None	2 minutes	CSR
2. Pay the necessary fee.	2.1 Accept payment and issue OR.	Cost of Ball Valve	5 minutes	Cashier
		None	1 minute	CSR

3. Acknowledge the job performed by signing the JO.	2.2 Prepare CSF and forward to PALC.	None	2 minutes	PALC Clerk
	2.3 Prepare JO.	None	6 working hours	WMM
	2.4 Proceed to process of ball valve replacement			
	3. Present JO for customer's acknowledgment	None	1 minute	WMM
TOTAL:		Cost of Ball Valve	6 working hours, 11 minutes	

4. Leak Repair

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

Office or Division:	Pipelines and Leakage Control Division and New Service Connection and Customer Care Division
Classification:	Simple
Type of Transaction:	G2C, G2G, G2B

Who may avail:	All concerned citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Not Applicable

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. 1.2 Prepare CSF and forward to PALC.	None	10 minutes	CSR
		None	1 minute	CSR
2. Acknowledge the job performed by signing the JO.	2.1 Prepare JO. 2.2 Proceed to leak repair process.	None	2 minutes	WMM
		None	A. Service Line 3 working hours B. Mainline 8 working hours C. Special Case 3 working days	WMM
TOTAL:		None	A. Service Line 3 working hours 13 minutes B. Mainline	

		8 working hours 13 minutes C.Special Case 3 working days 13 minutes	
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5. New Service Connection

All residents of Baliwag City 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:	New Service Connection and Customer Care Division, Treasury Division, and Pipelines and Leakage Control Division		
Classification :	Complex		
Type of Transaction:	G2C		
Who may avail:	All residents and establishments in Baliwag City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. VALID IDENTIFICATION <ul style="list-style-type: none"> • <u>Applicant</u> <ul style="list-style-type: none"> ➤ Original and photocopy of at least 2 valid ID's • <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 		Issuing government agency Issuing government agency Issuing government agency	

<ul style="list-style-type: none"> ➤ Authorization letter from the applicant • <u>Corporate Representative</u> ➤ 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> ➤ Photocopy of lot title ➤ Certified copy of building permit • <u>For private lot with pending application for Title</u> ➤ Tax declaration ➤ Duly notarized deed of sale ➤ Contract to sell ➤ 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>Applicant</p> <p>Issuing Government agency</p> <p>Board Secretary</p> <p>Register of Deeds</p> <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
1. Proceed and inquire to the New Connection Personnel at the Customer Service Desk.	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	None	5 minutes	CSR
2. Install after meter line	2.1 Prepare inspection order 2.2 Conduct inspection 2.2.A If approved – prepare and update the application cost and bill	None	1 working day	PALC Inspector
		None	3 minutes	CSR
		None	1 working day	PALC Inspector

	<p>of materials and advise applicant to pay the new connection fees</p> <p>2.2.B If disapproved – assist the applicant based on the SOP</p>			
<p>3. Pay the necessary charges and fees</p>	<p>3.1 Prepare the application form (and PN, if any)</p> <p>3.2 Accept payment and issue OR</p>	<p>None</p> <p>Fixed fee for the ff:</p> <p>a. Processing Fee - ₱500.00</p> <p>b. Installation & Tapping Fee: ₱1,000.00</p> <p>c. Investigation Fee: ₱200.00</p> <p>Customer Deposit:</p> <p>a. Commercial/</p>	<p>3 minutes</p> <p>5 minutes</p>	<p>CSR</p> <p>Cashier</p>

		<p>Industrial - ₱5,000.00</p> <p>b. Commercial A/ Government A - ₱4,000.00</p> <p>c. Commercial B/ Government B - ₱3,000.00</p> <p>d. Commercial C/ Government C - ₱2,000.00</p> <p>e. Residential /Government - ₱1,000.00</p> <p>Price may vary for bill of materials and labor fee</p>		
	3.3 Submit the application form to the	None	2 minutes	CSR

	Division Head for signature			
	3.4 Issue applicant's copy of form	None	2 minutes	CSR
	3.5 Prepare JO and bill of materials	None	2 minutes	PALC Clerk
	3.6 Proceed to new connection process	None	a. Ordinary – 3 working days b. Cluster Ordinary/ Jackhammer – 5 working days c. Traverse – 10 working days	WMM
TOTAL:		Fixed Fee of ₱1,700.00 + Customer Deposit, Bill of Materials,	a. Ordinary – 5 working days, 22 minutes	



	and Labor Fee	b. Cluster Ordinary/ Jackhammer – 7 working days, 22 minutes c. Traverse – 12 working days, 22 minutes	
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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.

Office or Division:	New Service Connection and Customer Care Division, Pipelines and Leakage Control Division, and Treasury 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
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.	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 a. Mainline b. Magnetic Ball Valve	None	a. Mainline – 3 working days b. Magnetic Ball Valve – 1 working day	WMM
	2.5 Change the status of account in the Billing System	None	2 minutes	Billing Clerk

TOTAL:	Outstanding Balance	a. Mainline – 3 working days, 12 minutes b. Magnetic Ball Valve – 1 working day, 12 minutes	
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7. Reconnection of Disconnected Accounts

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:	New Service Connection and Customer Care Division, Accounts and Billing Division, and Pipelines and Leakage Control Division	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	All 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. Disconnecte d through rivet – ₱150.00 B. Disconnecte d through magnetic ball valve – ₱1,200.00 C. Mainline – ₱2,500.00 D. New Connection Rate D.1 Ordinary D.2 Traverse	3 minutes	Teller
	1.2 Monitor and print reconnection order.	None	5 minutes	Reconnection Clerk

	1.3 Prepare CSF and forward to PALC.	None	3 minutes	CSR
	1.4 Prepare JO.	None	2 minutes	PALC Clerk
	1.5 Proceed to the reconnection process	None	A. Disconnect through rivet – 1 working day B. Disconnect through magnetic ball valve -1 working day C. Mainline - 3 working days D. New Connection Rate D.1 Ordinary – 4 working days D.2 Traverse – 11 working days	WMM

	1.6 Change the status of account in the Billing System	None	2 minutes	Billing Clerk
	TOTAL:	Outstanding balance + reconnection fee: A. Disconnected through rivet – 1 day B. Disconnected through Magnetic Ball Valve - ₱1,200.00 C. From mainline - ₱2,500.00 D. New connection rate for >5 years PD	a. 1 working day, 15 minutes b. 1 working day, 15 minutes c. 3 working days, 15 minutes D.1. Ordinary – 4 days, 15 minutes D.2 Traverse – 11 days, 15 minutes	

8. 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. 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:	New Service Connection and Customer Care Division, Treasury Division, and Pipelines and Leakage Control Division			
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 results 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	
	2. Proceed to Customer Service Desk and inquire the amount to be settled	None	10 minutes	CSR
	2. Prepare bill of materials			

3. Settle payment at the cashier located at the 2 nd floor.	3. Accept payment and issue OR	Amount due	5 minutes	CSR
4. Present OR to CSR	4. Accept OR and prepare CSF and forward to PALC	None	2 minutes	Cashier
5. Acknowledge the job performed by signing the JO	5.1 Prepare JO	None	2 minutes	CSR
	5.2 Proceed to relocation of meter process	None	a. Ordinary – 3 working days b. Traverse – 10 working days	PALC Clerk, WMM
	5.3 Present JO to concessionaire for acknowledgment	None	1 minute	WMM
TOTAL:		Amount due	a. Ordinary – 4 working	

		days, 21 minutes b. Traverse – 11 working days, 31 minutes	
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9. 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:	New Service Connection and 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
	1.3 Prepare JO	None	1 minute	CSR
	1.4 Proceed to water meter replacement process	None	3 working hours	WMM
2. Acknowledge the job performed by signing the JO	2. Present JO to concessionaire	None	2 minutes	WMM
TOTAL:		None	3 working hours, 7 minutes	

10. Request for Inspection

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

Office or Division:	New Service Connection and 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
None		Not applicable

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

	result and forward to concerned department.			
TOTAL:		None	1 working day 8 minutes	

11. Senior Citizen Discount Application

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:	New Service Connection and Customer Care Division			
Classification:	Simple			
Type of Transaction :	G2C			
Who may avail:	All qualified senior citizen concessionaires of BWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior Citizen ID		Baliwag City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to the CSR's desk and present senior citizen ID.	1.1 Verify the account.	None	3 minutes	CSR
	1.2 Prepare SC application form.	None	2 minutes	CSR
2. Sign the SC application form.	2. Submit the SC application form to the Division Head for approval.	None	2 minutes	CSR
TOTAL:		None	7 minutes	

12. 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:	New Service Connection and Customer Care Division, Accounts and Billing Division, and Treasury Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All active accounts with no outstanding balance
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt	Teller's booth Account holder



Authorization letter (in case of representative)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. Pay unsettled amount at the teller's booth. 2. Proceed to CSR's desk and request for temporary disconnection.	1. Receive payment and issue OR.	Outstanding balance	3 minutes	Teller
	2.1 Verify the account.	None	3 minutes	CSR
	2.2 Prepare JO.	None	2 minutes	CSR
	2.3 Proceed to temporary disconnection process.	None	1 working day	Disconnection Personnel
	2.4 Change the status of account in the Billing System	None	2 minutes	CSR
TOTAL:		Outstanding Balance	1 working day 10 minutes	



13. Water Bill Payment

The Baliwag Water District accepts payment for the corresponding amount of water consumption for the month. Concessionaires may pay their water bill through office collection, payment partners, or online transactions.

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

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

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



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



14. 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 working hours	MIS (Technician)
	1.4 Perform Recommendation.	None	10 minutes	MIS (Technician)

	i.e – for repair outside, replacement			
TOTAL:		None	3 working hours, 40 minutes	

15. 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 working hours	MIS (Technician)
	1.4 Deployment	None	30 minutes	MIS (Technician)
2. Acknowledge receipt of requested IT equipment.	2. Prepare Property Acknowledgment Receipt and Barcode.	None	20 minutes	Storekeeper
	TOTAL:	None	1 working day 20 minutes	



16. 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 day	MIS (Programmer)
	2.3 Gather information	None	2 days	MIS (Programmer)
	2.4 Design and encoding	None	15 days	MIS (Programmer)
	2.5 User training	None	1 day	MIS (Programmer)
	2.6 Deployment	None	4 hours	MIS (Programmer)



TOTAL:	None	19 working days, 4 working hours, 30 minutes	
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17. 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 working hours, 40 minutes	
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18. 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
	1.3 Grant Cash Advance to requesting employee/s	None	5 minutes	Petty Cash Fund Custodian
2. Submit the necessary documents for liquidation of Cash Advance two (2) days after CA was granted	2. Retrieve petty cash voucher for particular CA granted and receive refund of pay reimbursement as per OR submitted	None	5 minutes	Petty Cash Fund Custodian
TOTAL:		None	20 minutes	

19. Disbursements

Settlement of government payables/obligations by check or ADA.

Office or Division:	General Accounting and Budget Division, Treasury Division, Corporate Planning Department, Office of the Assistant General Manager, and Office of the General Manager			
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		
Approved Purchased Request Official Receipt under BWD		General Services Department Suppliers		
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 Cash advance request from employee or billing/statement of accounts.	None	10 minutes	Accounting Personnel
	1.2 Check attached documents as to validity, legitimacy, and completeness.	None	10 minutes	Accounting Personnel
	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 Div. Head, Concerned Dept. or CPD Head, Treasury Div. Head, General Accounting and Budget

				Div. Head and Concerned AGM
	1.6 Approve the DV	None	3 working hours	General Manager
	1.7 Forward DV to Treasury Division	None	10 minutes	OGM Secretary
	1.8 Prepare the check	None	5 minutes	Cashier D
	1.9 Sign the check	None	3 working hours	Treasury Div. Head and General Manager
	1.10 Forward the check to Cashier for releasing	None	10 minutes	OGM Secretary
2. Receive the check and issue Official Receipt (OR) if applicable	2. Release the check	None	10 minutes	Cashier



TOTAL:	None	7 working hours 55 minutes	
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20. 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.

Office or Division:		Training and Development Division and Office of the General Manager		
Classification:		Complex		
Type of Transaction:		G2G – Government		
Who may avail:		Top Management and All BWD Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Learning and Development Intervention (L&DI) Processing Form			Training and Development Division Office	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Secure the L&DI Processing Form from the Training and	1.1 Provide the L&DI Processing Form to the applicant	None	1 minute	TDD Personnel

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



21. 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 and Recruitment Division and Office of the General Manager	
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
Application for Special Leave Privilege: MOURNING LEAVE <ul style="list-style-type: none"> Death Certificate HOSPITALIZATION <ul style="list-style-type: none"> Medical Certificate 		Local Civil Registry Hospital/Clinic



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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the Employees' Portal and file leave.	1.1 Approve request.	None	10 minutes	Immediate Supervisor
	1.2 Approve filed leave.	None	10 minutes	MPRD Head
	1.3 Final approval.	None	1 working day	GM



2. Submit the needed requirements	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	

22. 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:	Manpower Planning and Recruitment Division	
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
1. Fill-out the Certificate of Employment Request Form in the BWD Employees' Portal.	1.1 Receive the properly filled-out Certificate of Employment Request Form in the BWD Employees' Portal.	None	5 minutes	MPRD Personnel
	1.2 Prepare the Certificate of Employment (COE) based on the purpose indicated in the submitted form.	None	30 minutes	MPRD Personnel
	1.3 Forward to the Head of the Manpower Planning and Recruitment Division for review.	None	5 minutes	MPRD Personnel
	1.4 Review and affix the initial to the	None	15 minutes	MPRD Head

	forwarded COE.	None	5 minutes	MPRD Personnel
	1.5 Forward the reviewed COE to the AGM for Admin and Finance Group	None	5 minutes	MPRD Personnel
	1.6 Signing of COE by the AGM for Admin and Finance Group	None	5 minutes	AGM for AFG
2. Receive a copy of the requested COE.	2. Release and secure a receiving copy of the COE.	None	5 minutes	MPRD Personnel
TOTAL:		None	1 hour and 10 minutes	



23. 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:	Manpower Planning and Recruitment Division			
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. Fill-out the Service Records Request Form in the BWD Employees' Portal.	1.1 Receive the properly filled-out SR Request Form in the BWD Employees' Portal.	None	5 minutes	MPRD Personnel
	1.2 Prepare SR.	None	30 minutes	MPRD Personnel

2. Receive a copy of the requested SR.	1.3 Forward to the Head of the Manpower Planning and Recruitment Division for review.	None	5 minutes	MPRD Personnel
	1.4 Review and sign the forwarded SR	None	15 minutes	MPRD Head
	2. Release and secure a receiving copy of the SR.	None	5 minutes	MPRD Personnel
TOTAL:		None	1 hour	

24. Request for Authority to Travel Abroad

The Request for Authority to Travel Abroad refers to the approval given to government personnel for international travel, either for official duties or personal reasons and ensures compliance with government policies on leave and prevents disruptions to official operations.

Office or Division:	Manpower Planning and Recruitment Division
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
1. Fill-out the Authority to Travel Abroad Request Form in the BWD Employees' Portal.	1.1 Receive the properly filled-out Authority to Travel Abroad Request Form in the BWD Employees' Portal.	None	5 minutes	MPRD Personnel
	1.2 Prepare Authority to Travel Abroad	None	30 minutes	MPRD Personnel
	1.3 Forward to the Head of MPRD for review	None	5 minutes	MPRD Personnel

	1.4 Review and affix the initial to the forwarded Authority to Travel Abroad	None	15 minutes	MPRD Head
	1.5 Forward the reviewed Authority to Travel Abroad to the AGM for Admin and Finance Group	None	5 minutes	MPRD Personnel
	1.6 Signing of Authority to Travel Abroad by the AGM for Admin and Finance Group	None	5 minutes	AGM for AFG
	1.7 Forward the	None	5 minutes	OAGM for AFG Secretary

	reviewed and signed Authority to Travel Abroad to the General Manager			
	1.8 Signing of Authority to Travel Abroad by the General Manager	None	5 minutes	General Manager
2. Receive a copy of the requested Authority to Travel Abroad.	2. Release and secure a receiving copy of the Authority to Travel Abroad	None	5 minutes	MPRD Personnel
TOTAL:		None	1 hour and 20 minutes	

25. 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:	Procurement Section, General Accounting and Budget Division, Office of the Assistant General Manager, and Office of the General Manager	
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

A. Petty Cash

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Employee's Portal and request	1.1 Approve the request.	None	5 minutes	Immediate Supervisor
	1.2 Purchase the request	None	8 working hours	Purchaser

purchase of materials				
TOTAL:		None	8 working hours 5 minutes	

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 Employees' 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.
	1.3 Approve PR	None	1 working day	Accounting Div.
	1.4 Prepare the approved PR	None	5 minutes	General Manager
	1.5 Record PR/ PRS	None	10 minutes	Canvasser
	B. Cash Advance			
	B.1 Forward the PR to the requestor	None	5 minutes	Purchasing Personnel
		None		Canvasser

	B.2 Request for Cash Advance	None	3 working days	Requestor
	B.3 Purchase the item/material		1 working day	
	C. If Below Php50,000.00	None	3 working days	Requestor
	C.1 Conduct Canvass	None	30 minutes	Canvasser
	C.2 Prepare Abstract of Quotation	None	1 working day	Purchasing Personnel Assistant General Manager, AFG
	C.3 Approve Abstract of Quotation			
	C.4 Prepare Purchase Order (PO)	None	1 hour	Purchaser
	C.5 Approve PO	None	1 working day	GM
	C.6 Send approved PO to the supplier	None	30 minutes	Canvasser/ Supplier

	C.7 Schedule of delivery	None	7 working days	Supplier
	C.7.1 Within Bulacan area	None	15 working days	Supplier
	C.7.2 Outside Bulacan area			
	D. For ₱50,000.00 - ₱999,999.00			
	D.1 Endorse PR to BAC	None	10 minutes	Purchasing Personnel
	D.2 Post to PhilGEPS	None	7 calendar days	BAC
	D.3 BAC Meeting – Opening of Quotation	None	1 working day	BAC
	D.4 Prepare abstract of quotation	None	1 working day	BAC
	D.5 Approve abstract of quotation	None	1 working day	BAC
	D.6 Prepare PO	None	30 minutes	Purchaser

	D.7 Approve PO	None	1 working day	General Manager
	D.8 Send approved PO to the supplier	None	30 minutes	Canvasser
	D.9 <i>Schedule of delivery</i>			
	D.9.1 Within Bulacan area	None	7 working days	Canvasser/ Supplier
	D.9.2 Outside Bulacan area	None	15 working days	Canvasser/ Supplier
	E. If above ₱1,000,000.00			
	E.1 Endorse PR to BAC	None	10 minutes	Purchasing Personnel
	E.2 BAC Pre-Procurement Meeting	None	1 working day	BAC
	E.3 Post to PhilGEPS	None	7 calendar days	BAC Secretariat
	E.4 Pre-Bid Conference	None	1 working day	BAC
		None		BAC

E.5 Bidding Process		12 calendar days	
E.6 BAC Meeting – Opening of Quotations	None	1 working day	BAC
E.7 Post-Qualification Process	None	1 working day	BAC
E.8 Preparation of Notice of Award	None	7 calendar days	BAC
E.9 Submission of Performance Bond	None	10 calendar days	Secretariat Supplier
E.10 Preparation of Contract and Contract Signing	None	30 minutes	BAC
E.11 Issuance of Notice to Proceed	None	1 working day	BAC
E.12 Prepare PO	None	30 minutes	Purchaser
E.13 Approve PO	None	1 working day	General Manager
E.14 Send approved PO to the supplier	None	30 minutes	Canvasser

	E.15 Schedule of delivery E.15.1 Within Bulacan area E.15.2 Outside Bulacan area	None None	7 working days 15 working days	Canvasser/ Supplier Canvasser/ Supplier
TOTAL:		None	A. Petty Cash – 1 working day, 5 minutes B. Cash Advance – 5 working days, 45 minutes C. Below ₱50,000 Within Bulacan – 13 working days, 2 hours, 40 minutes	



		<p>Outside Bulacan – 21 working days, 2 hours, 40 minutes</p> <p>D. Above ₱50,000 to ₱999,99 9</p> <p>Within Bulacan – 12 working days, 7 calendar days, 1 hour, 50 minutes</p> <p>Outside Bulacan – 20 working days, 7 calendar days, 1 hour, 50 minutes</p>	
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		E. Above ₱1,000, 000 Within Bulacan – 14 working days, 36 calendar days, 2 hours, 20 minutes Outside Bulacan – 22 working days, 36 calendar days, 2 hours, 20 minutes	
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26. 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:	Property and Warehousing and Materials and Equipment Quality Control 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		

27. 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:	General Services 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)		General Services Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to Employees ' Portal and request for gas issuance	1.1 Check and approve the request	None	5 minutes	Division Manager
	1.2 Prepare Purchase Order.	None	5 minutes	GSD Clerk
	1.3 Approve PO.	None	5 minutes	GSD Head
		None	5 minutes	GSD Clerk
2. Receive approved PO.	2. Issue PO.			
TOTAL:		None	20 minutes	



28. 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:	General Services 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)		GSD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out RRSVF.	1.1 Approve request.	None	5 minutes	GSD Head

	1.2 Request purchase of materials online	None	5 minutes	GSD Clerk
	1.8 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	PMMD 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 ₱50,000.00</i>	None	4 working days	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	GSD Head
TOTAL:		None	Petty Cash – 2 working days, 1 hour, 40 minutes Cash Advance – 5 working days, 1 hour, 40 minutes Below ₱50,000 – 5 working days, 1 hour, 40 minutes	



29. 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:	General Services 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)		GSD 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	5 minutes	Warehouse Custodian
3. Proceed to Authorized shop for repair.	3. Endorse the Conduct of repair.	None	1 day	GSD Head
TOTAL		None	1 day 10 minutes	

30. 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:	Legal Services and Public Information 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	
Maintenance Advisory Form (MAF) Advisory Form (AF)	Public Information Division	

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
3. Submit approved MAF/AF	3.1 Receive the MAF/AF and check the completeness of the form	None	5 minutes	Public Information Talent
	3.2 Acknowledge the submitted MAF/AF and return 2 copies to the requestor 3.3 Prepare or layout the needed	None	5 minutes	Public Information Talent

	announcement or notice			
	a. Maintenance Advisory Form and Collection Schedule	None	30 minutes	Public Information Talent
	b. Programs and Policies	None	1 working day	Public Information Talent
	3.4 Secure approval of the CPD head before posting the said announcement	None	1 working day	Public Information Talent
	3.5 Post the announcement at all social media platforms available	None	5 minutes	Public Information Talent
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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31. Request for Layout

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

Office or Division:	Legal Services and Public Information 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			
Lay-out Request Form (LRF)		Legal Services and Public Information Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Lay-out Request Form at	1. Issue LRF	None	2 minutes	Public Information Talent

the Public Information Office				
2. Fill out and secure approval of the immediate head	2. Approve accomplished LRF	None	5 minutes	Immediate Supervisor
3. Submit approved LRF	3.1 Receive the LRF and check the completeness of the form 3.2 Review the LRF 3.3 Execute the layout a. Simple Layout b. Complex Layout	None	5 minutes	Public Information Talent
		None	5 minutes	CPD Head
		None	2 days	Public Information Talent
		None	10 days	Public Information Talent
4. Receive and acknowledge the accomplished request	4. Endorse the accomplished request to the requestor	None	5 minutes	Public Information Talent

TOTAL:	None	a. Simple Layout – 2 working days, 22 minutes b. Complex Layout – 10 working days, 22 minutes	
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32. 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 Legal Services and Public Information Division through the request of the concerned department/division.

Office or Division:	Legal Services and Public Information Division	
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)	Legal Services and Public Information Division	

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 working hours 32 minutes	



33. 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	FEE S 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
2. Fill out and secure	2.1 Review completeness	None	5 minutes	OGM/OAGM Secretary

<p>approval of the immediate head. Submit approved LRF</p> <p>3. Acknowledge the receipt of Travel Order Form</p>	<p>s of and accept the Travel Request Form</p> <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	GM/AGM
	<p>3. Issue a copy of approved Travel Order Form</p>	None	3 minutes	OGM/OAGM Secretary
TOTAL:		None	45 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 below concessionaire's portal or in the officer of the day's counter 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 City, Bulacan	(044) 766-2618
BWD Old Bldg.	BS Aquino Ave., Bagong Nayon, Baliwag City, Bulacan	(044) 766-2618 loc. 876
BWD SpTP Bldg.	Tiongson St., San Roque, Baliwag City, Bulacan	(044) 766-2618 loc. 875

APPROVED BY:


Engr. Ma. Victoria E. Signo
General Manager