BALIWAG WATER DISTRICT

CITIZEN'S CHARTER

2026 (3RD EDITION)

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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 (BWD) values the importance of providing adequate potable water and proper sanitation service for the continued socioeconomic 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 (PNSDW) and other statutory requirements. It is our policy to provide water and sanitation services in accordance with the highest standard set forth by the government.



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PIPELINES AND LEAKAGE CONTROL DIVISION

EXTERNAL SERVICES



1. 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	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
2. Pay the necessary fee	2.1 Accept payment and issue OR	Cost of Ball Valve	5 minutes	Cashier D *Treasury Division*
	2.2 Prepare CSF and forward to PALC	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division*



				Customer Services Assistant B *New Service Connection and Customer Care Division*
	2.3 Prepare Job Order (JO)	None	2 minutes	Administrative Services Aide *Pipelines and Leakage Control Division*
	2.4 Proceed to process of ball valve replacement	None	6 hours	Water Maintenance Man *Pipelines and Leakage Control Division*
3. Acknowledge the job performed by signing the Job Order (JO)	3. Present JO for customer's acknowledgment	None	1 minute	Water Maintenance Man *Pipelines and Leakage Control Division*
TOTAL PROCESSING TIME:		**6 hours and 11 minutes**		
TOTAL PROCESSING FEE:		**Cost of Ball Valve**		

2. 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 citizens 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	None	10 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division*



				Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.2 Prepare CSF and forward to PALC	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
2. Acknowledge the job performed by signing the JO	2.1 Prepare JO	None	2 minutes	Water Maintenance Man *Pipelines and Leakage Control Division*
	2.2 Proceed to leak repair process	None	a. Service Line – 3 hours b. Mainline – 8 hours c. Special Case – 3 days	Water Maintenance Man *Pipelines and Leakage Control Division*
TOTAL PROCESSING TIME:		**a. Service Line – 3 hours and 13 minutes**		
		b. Mainline – 8 hours and 13 minutes		
		c. Special Case – 3 days and 13 minutes		
TOTAL PROCESSING FEE:		**None**		



3. 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:	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
A. VALID IDENTIFICATION • **Applicant** ➢ Original and photocopy of at least 2 valid ID's	Issuing government agency
• **Representative** ➢ Original and photocopy of representative's 2 valid IDs	Issuing government agency
➢ Original and photocopy of applicant's 2 valid IDs	Issuing government agency
➢ Authorization letter from the applicant	Applicant
• **Corporate Representative** ➢ Original and photocopy or representative's 2 valid IDs	Issuing government agency
➢ Authorization covered by a board resolution confirmed by board secretary	Board Secretary
B. PROOF OF OWNERSHIP • For private lot (any of the following) ➢ Photocopy of lot title	Register of Deeds
➢ Certified copy of building permit	Assessor's Office
• For private lot with pending application for Title ➢ Tax declaration	
➢ Duly notarized deed of sale ➢ Contract to sell	Housing Developer



➢ 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)		Register of Deeds		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed and inquire to the New Service Connection Personnel at the Customer Service Desk	1.1 Prepare pre-inspection form	None	5 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	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	1 day	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division*
2. Install after meter line	2.1 Prepare inspection order	None	3 minutes	Clerk-Processor C *New Service Connection and Customer Care Division*



				Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	2.2 Conduct inspection 2.2.A If approved – prepare and update the application cost and bill of materials and advise applicant to pay the new connection fees 2.2.B If disapproved – assist the applicant based on the SOP	None	1 day	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division*
3. Pay the necessary charges and fees	3.1 Prepare the application form (and PN, if any)	None	3 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B



				New Service Connection and Customer Care Division
	3.2 Accept payment and issue OR	Fixed fee for the following: a. Processing Fee - ₱500.00 b. Installation & Tapping Fee - ₱1,000.00 c. Investigation Fee - ₱200.00 Customer Deposit: a. Commercial/ Industrial - ₱5,000.00 b. Commercial A / Government A - ₱4,000.00 c. Commercial B / Government B - ₱3,000.00	5 minutes	Cashier D *Treasury Division*



		d. Commercial C / Government C - ₱2,000.00 e. Residential / Government - ₱1,000.00 *Price may vary for bill of materials and labor fee*		
	3.3 Submit the application form to the Division Head for signature	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	3.4 Issue applicant's copy of form	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division*



				Customer Services Assistant B *New Service Connection and Customer Care Division*
	3.5 Prepare JO and bill of materials	None	2 minutes	Administrative Services Aide *Pipelines and Leakage Control Division*
	3.6 Proceed to new connection process	None	a. Ordinary – 3 days b. Cluster Ordinary / Jackhammer – 5 days c. Traverse – 10 days	Water Maintenance Man *Pipelines and Leakage Control Division*
TOTAL PROCESSING TIME:		**a. Ordinary – 5 days and 22 minutes**		
		b. Cluster Ordinary/Jackhammer – 7 days and 22 minutes		
		c. Traverse – 12 days and 22 minutes		
TOTAL PROCESSING FEE:		**Fixed Fee of ₱1,700.00 + Customer Deposit, Bill of Materials, and Labor Fee**		

4. 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, G2G, G2B			
Who may avail:	All active concessionaires of BWD with no outstanding balance			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Official Receipt (OR)		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	Cashier D *Treasury Division*



				Collection Representative B *Treasury Division* Cashier B *Treasury Division* Customer Service Assistant C *Treasury Division*
2. Proceed to CSR's desk and request for permanent disconnection	2.1 Verify the account	None	3 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	2.2 Prepare CSF and forward to PALC	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	2.3 Prepare JO	None	2 minutes	Administrative Services Aide *Pipelines and Leakage Control Division*
	2.4 Proceed to permanent disconnection process	None	a. Mainline – 3 days	Water Maintenance Man *Pipelines and Leakage Control Division*



	a. Mainline b. Magnetic Ball Valve		b. Magnetic Ball Valve – 1 day	
	2.5 Posting of the accomplished Job Order (JO)	None	2 minutes	Administrative Services Aide *Pipelines and Leakage Control Division* Water Maintenance Head *Pipelines and Leakage Control Division*
TOTAL PROCESSING TIME:		**a. Mainline – 3 days and 12 minutes**		
		b. Magnetic Ball Valve – 1 day and 12 minutes		
TOTAL PROCESSING FEE:		**Outstanding Balance**		

5. Relocation/Transfer of Water Meter

If water meter was blocked, there is 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, Pipelines and Leakage Control Division, and Treasury 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 (OR)		Delivered to respective residences or 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	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B



				New Service Connection and Customer Care Division Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.2 Prepare CSF and forward to PALC for inspection	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.3 Proceed to inspection process	None	1 day	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division*
	1.4 Relay the inspection results to the concessionaire	None	2 minutes	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division*
	1.5 Submit the result to PALC Clerk for posting	None	2 minutes	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division*
	1.6 Post-inspection result	None	2 minutes	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division*
	1.7 Inform the concessionaire to settle payment	None	2 minutes	Administrative Services Aide *Pipelines and Leakage Control Division*
2. Proceed to CSR's desk and request for permanent disconnection	2. Prepare bill of materials	None	10 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division*



				Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
3. Settle payment at the cashier located at the 2nd floor, Finance Office	3. Accept payment and issue OR	Amount due	5 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
4. Present OR to CSR	4. Accept OR and prepare CSF and forward to PALC	None	2 minutes	Cashier D *Treasury Division*
5. Acknowledge the job performed by signing the JO	5.1 Prepare JO	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	5.2 Proceed to relocation of meter process	None	a. Ordinary – 3 days b. Traverse – 10 days	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division* Administrative Services Aide



				Pipelines and Leakage Control Division
	5.3 Present JO to concessionaire for acknowledgment	None	1 minute	Water Maintenance Man *Pipelines and Leakage Control Division*
TOTAL PROCESSING TIME:		**a. Ordinary – 4 days and 21 minutes**		
		b. Traverse – 11 days and 31 minutes		
TOTAL PROCESSING FEE:		**Outstanding Balance**		

6. 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 (OR)		Delivered to respective residences Teller's booth		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to CSR's desk and present billing notice or official receipt	1.1 Validate the account details	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.2 Prepare CSF and forward to PALC	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D



				New Service Connection and Customer Care Division Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.3 Prepare Job Order (JO)	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.4 Proceed to water meter replacement process	None	3 hours	Water Maintenance Man *Pipelines and Leakage Control Division*
2. Acknowledge the job performed by signing the Job Order (JO)	2. Present the Job Order (JO) to the concessionaire	None	2 minutes	Water Maintenance Man *Pipelines and Leakage Control Division*
TOTAL PROCESSING TIME:		**3 hours and 7 minutes**		
TOTAL PROCESSING FEE:		**None**		



SANITATION DIVISION

EXTERNAL SERVICE



1. 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 efficient, 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:	Simple			
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 and communicate the result	None	10 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
2. Signify verbal consent	2. Issue the desludging request form	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B



				New Service Connection and Customer Care Division
3. Fill-out the desludging request form	3. Issue customer's proof of request	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
4. Safekeep the proof of request for presentation to desludging surveyor and wait for the desludging schedule	4.1 Forward request to sanitation division	None	1 day	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	4.2 Perform necessary actions based on desludging procedure a. Normal case b. Special case	Amount to be determined by the third party	a. Normal case - 5 days b. Special case – 14 days	Sr. Sewerage Maintenance Man A *Sanitation Division* Third Party Lab Technician
	4.3 Perform desludging	None	2 hours	Sewerage Maintenance Man A *Sanitation Division*
5. Acknowledge desludging report and	5.1 Issue desludging report and billing	None	5 minutes	Sr. Sewerage Maintenance Man A *Sanitation Division*



billing statement	5.2 Furnish duplicate copy to General Accounting and Budget Division	None	1 hour	Sr. Sewerage Maintenance Man A *Sanitation Division*
6. Settle payment at the cashier located at the other payment receiving area	6. Receive payment and issue Official Receipt (OR)	a. Qualified to two-year service connection requirement – None b. BWD concessionaires that had already been desluldged within the set five-year cycle - ₱1,500.00/cu.m c. BWD concessionaires with less than two-year service connection - ₱1,500.00/cu.m d. BWD concessionaire/s that is disconnected - ₱1,500.00/cu.m e. Non-BWD concessionaire (within and outside) - ₱2,500.00/cu.m	5 minutes	Cashier D *Treasury Division*



		f. Non-BWD concessionaire (outside franchise area) – Application Fee - ₱500.00 *(transportation fee will vary the present price of fuel)* g. Desludging certificate - ₱100.00		
TOTAL PROCESSING TIME:		**a. Normal Case – 6 days, 3 hours, and 23 minutes**		
		b. Special Case – 15 days, 3 hours, and 23 minutes		
TOTAL PROCESSING FEE:		**Depends on the volume desludged, client classification, and case classification**		



NEW SERVICE CONNECTION AND CUSTOMER CARE DIVISION

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 a valid reason for the change of ownership (acquired or 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**
• Photocopy of one (1) valid ID (existing and new owner) • Authorization letter • Photocopy of death certificate *(if deceased)* • Deed of sale/land title Other requirements deemed necessary	Issuing government agencies • Existing account holder • Registrar's Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to CSR's desk	1. Interview and ask the needed requirement	None	5 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*



2. Submit the requirements	2.1 Check and verify the requirement	None	3 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	2.2 Prepare Change of Ownership Form and attach the requirements	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
3. Pay the necessary fee	3. Accept payment and issue Official Receipt (OR)	₱300.00	5 minutes	Cashier D *Treasury Division*
4. Sign the form and present Official Receipt	4.1 Submit the form to the Customer Care Division Head for approval	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division*



				Customer Services Assistant B *New Service Connection and Customer Care Division*
	4.2 Approve the application for change of ownership	None	2 minutes	Division Manager A *New Service Connection and Customer Care Division*
TOTAL PROCESSING TIME:		**18 minutes**		
TOTAL PROCESSING FEE:		**₱300.00**		

2. Reconnection of Disconnected Accounts

BWD understands the importance of water service connection to its concessionaires. Permanently disconnected accounts due to non-payment 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 (OR)		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	1.1 Receive payment and issue Official Receipt (OR)	Outstanding balance + reconnection fee: a. Disconnected through rivet - ₱150.00 b. Disconnected through magnetic ball valve - ₱1,200.00	3 minutes	Collection Representative B *Treasury Division* Cashier B *Treasury Division* Customer Service Assistant C *Treasury Division*



		c. Mainline - ₱2,500.00 d. New Connection Rate d.1 Ordinary d.2 Traverse		
	1.2 Monitor and print reconnection order	None	5 minutes	Water Maintenance Man *New Service Connection and Customer Care Division*
	1.3 Prepare CSF and forward to PALC	None	3 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.4 Prepare Job Order (JO)	None	2 minutes	Administrative Services Aide *Pipelines and Leakage Control Division*
	1.5 Proceed to the reconnection process	None	a. Disconnected through rivet – 1 day b. Disconnected through magnetic ball valve – 1 day c. Mainline – 3 days d. New Connection Rate d.1 Ordinary – 4 days	Water Maintenance Man *Pipelines and Leakage Control Division*



			d.2 Traverse – 11 days	
	1.6 Posting of the accomplished Job Order (JO)	None	2 minutes	Administrative Services Aide *Pipelines and Leakage Control Division* Water Maintenance Head *Pipelines and Leakage Control Division*
TOTAL PROCESSING TIME:		**a. Disconnected through rivet – 1 day and 15 minutes**		
		b. Disconnected through magnetic ball valve – 1 day and 15 minutes		
		c. From mainline – 3 days and 15 minutes		
		d.1 Ordinary – 4 days and 15 minutes **d.2 Traverse – 11 days and 15 minutes**		
TOTAL PROCESSING FEE:		**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**		

3. 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	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.2 Prepare Job Order (JO) for inspection	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.3 Conduct the inspection	None	1 day	Sr. Water Maintenance Man A *Pipelines and Leakage Control Division*
	1.4 Post-inspection result and forward to concerned department/division	None	5 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division*



				Customer Services Assistant B *New Service Connection and Customer Care Division*
TOTAL PROCESSING TIME:	**1 day and 8 minutes**			
TOTAL PROCESSING FEE:	**None**			

4. Senior Citizen Discount Application

Republic Act No. 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 CSR's desk and provide account details	1.1 Verify the account	None	3 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	1.2 Prepare Senior Citizen application form	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division*



				Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
2. Sign the Senior Citizen application form	2. Submit the Senior Citizen application form to the Division Head for approval	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
TOTAL PROCESSING TIME:		**7 minutes**		
TOTAL PROCESSING FEE:		**None**		

5. 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 • Authorization letter (in case there is a representative)		• Teller's booth • Account holder		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pay unsettled amount at the teller's booth	1. Receive payment and issue Official Receipt (OR)	Outstanding balance	3 minutes	Collection Representative B *Treasury Division* Cashier B *Treasury Division* Customer Service Assistant C *Treasury Division*
2. Proceed to CSR's desk and request for temporary disconnection	2.1 Verify the account	None	3 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	2.2 Prepare Job Order (JO)	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
	2.3 Proceed to temporary	None	1 day	Water Maintenance Man



	disconnection process			*Accounts and Billing Division*
	2.4 Change the status of account in the billing system	None	2 minutes	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D *New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
TOTAL PROCESSING TIME:		**1 day and 10 minutes**		
TOTAL PROCESSING FEE:		**Outstanding balance**		



TREASURY DIVISION

EXTERNAL SERVICE



1. Water Bill Payment

The Baliwag Water District (BWD) 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	Collection Representative B *Treasury Division* Cashier B *Treasury Division* Customer Service Assistant C *Treasury Division*
2. Pay amount due **Secure Official Receipt that will be issued upon payment*	2. Accept payment and issue Official Receipt (OR) and change if there is any	Amount due	2 minutes	Collection Representative B *Treasury Division* Cashier B *Treasury Division* Customer Service Assistant C *Treasury Division*
TOTAL PROCESSING TIME:		**3 minutes**		
TOTAL PROCESSING FEE:		**Amount due**		
b. THOSE WITHOUT BILLING NOTICE:				
1.A Proceed to Customer Service Representative's desk and ask the	1.A. Search customer information and issue SIN inquiry slip	None	1 minute	Clerk-Processor C *New Service Connection and Customer Care Division* Customer Services Assistant D



Service Identification Number (SIN)				*New Service Connection and Customer Care Division* Secretary B *New Service Connection and Customer Care Division* Customer Services Assistant B *New Service Connection and Customer Care Division*
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	Collection Representative B *Treasury Division* Cashier B *Treasury Division* Customer Service Assistant C *Treasury Division*
3. Pay amount due **Secure Official Receipt that will be issued upon payment*	3. Accept payment and issue Official Receipt (OR) and change if there is any	Amount due	2 minutes	Collection Representative B *Treasury Division* Cashier B *Treasury Division* Customer Service Assistant C *Treasury Division*
TOTAL PROCESSING TIME:		**5 minutes**		
TOTAL PROCESSING FEE:		**Amount due**		



TREASURY DIVISION

INTERNAL SERVICE



1. 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
Who may avail:	All employees of Baliwag Water District (BWD)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Approved Purchase Request • Official Receipt under BWD	• Property and Warehousing and Materials and Equipment Quality Control Division 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	Cashier D *Treasury Division*
	1.2 Prepare petty cash voucher and have the requesting employee to affix his/her signature	None	5 minutes	Cashier D *Treasury Division*
	1.3 Grant Cash Advance to requesting employee/s	None	5 minutes	Cashier D *Treasury Division*
2. Submit the necessary documents for liquidation of Cash Advance two (2) days after the Cash Advance was granted	2. Retrieve petty cash voucher for particular Cash Advance granted and receive refund of pay reimbursement as per Official Receipt (OR) submitted	None	5 minutes	Cashier D *Treasury Division*
TOTAL PROCESSING TIME:		**20 minutes**		



TOTAL PROCESSING FEE:	**None**



GENERAL ACCOUNTING AND BUDGET DIVISION

INTERNAL SERVICE



1. Disbursements

Settlement of government payables/obligations by check or Automatic Debit Agreement (ADA) System.

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
Who may avail:	All employees of Baliwag Water District (BWD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Approved Purchase Request • Official Receipt under BWD	• Property and Warehousing and Materials and Equipment Quality Control Division • Suppliers
• Billing or Statement of Accounts • Purchase Request and Purchase Order	• Property and Warehousing and Materials and Equipment Quality Control Division • Property and Warehousing and Materials and Equipment Quality Control Division
• Receiving Report • Certificate of Acceptance/Completion	• End user
• Other requirements deemed necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completed documents to the General Accounting and Budget Division	1.1 Receive cash advance request from employee or billing/statement of accounts	None	10 minutes	Sr. Corporate Accounts Analyst *General Accounting and Budget Division*
	1.2 Check attached documents as to validity, legitimacy, and completeness	None	10 minutes	Sr. Corporate Budget Analyst *General Accounting and Budget Division*



	1.3 Prepare Budget Utilization Request and Status (BURS)	None	15 minutes	Sr. Corporate Budget Analyst *General Accounting and Budget Division*
	1.4 Prepare Disbursement Voucher (DV)	None	15 minutes	Sr. Accounting Processor A *General Accounting and Budget Division*
	1.5 Sign the Disbursement Voucher (DV)	None	30 minutes	Division Manager A *General Accounting and Budget Division* Division Manager A *Treasury Division* Department Manager A *Corporate Planning Department* Assistant General Manager *Administration and Finance Group* Assistant General Manager *Operations and Technical Services Group*
	1.6 Approve the Disbursement Voucher (DV)	None	3 hours	General Manager A
	1.7 Forward the Disbursement Voucher (DV) to Treasury Division	None	10 minutes	Private Secretary B *Office of the General Manager*
	1.8 Prepare the check	None	5 minutes	Supervising Cashier *Treasury Division*
	1.9 Sign the check	None	3 hours	Division Manager A *Treasury Division* General Manager A
	1.10 Forward the check to the cashier for releasing	None	10 minutes	Private Secretary B *Office of the General Manager*
2. Receive the check and issue Official	2. Release the check	None	10 minutes	Cashier D *Treasury Division*



Receipt (OR) if applicable				
TOTAL PROCESSING TIME:		**20 minutes**		
TOTAL PROCESSING FEE:		**None**		



MANPOWER PLANNING AND RECRUITMENT DIVISION

INTERNAL SERVICES



1. Request for Certificate of Employment

Certificate of Employment (COE) is used to verify the employment history of the former or current employee. It 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
Who may avail:	All employees of Baliwag Water District (BWD)

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 (COE) Request Form in the BWD Employee Portal	1.1 Receive the properly filled-out Certificate of Employment (COE) Request Form in the BWD Employee Portal	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.2 Prepare the Certificate of Employment (COE) based on the purpose indicate in the submitted form	None	25 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.3 Forward to the Head of the Manpower Planning and Recruitment Division for review	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.4 Review and affix the initial to the forwarded Certificate of Employment (COE)	None	10 minutes	Division Manager A *Manpower Planning and Recruitment Division*



	1.5 Forward the reviewed Certificate of Employment (COE) to the AGM for Administration and Finance Group	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.6 Affix the initial to the forwarded Certificate of Employment (COE)	None	5 minutes	Assistant General Manager *Administration and Finance Group*
	1.7 Forward the reviewed Certificate of Employment (COE) to the General Manager	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.8 Signing of Certificate of Employment (COE) by the General Manager	None	5 minutes	General Manager A
2. Receive a copy of the requested Certificate of Employment (COE)	2. Release and secure a receiving copy of the Certificate of Employment (COE)	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
TOTAL PROCESSING TIME:		**1 hour and 10 minutes**		
TOTAL PROCESSING FEE:		**None**		

2. 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			
Who may avail:	Regular and Casual Employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
If requested thru a representative: • Original copy of Special Power of Attorney (SPA) • PSA-issued Marriage Certificate		• Notary Public • Philippine Statistics Authority (PSA)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out the Service Records Request Form in the BWD Employee Portal	1.1 Receive the properly filled-out Service Records Request Form in the BWD Employee Portal	None	5 minutes	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
	1.2 Prepare Service Records	None	30 minutes	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
	1.3 Forward to the Head of the Manpower Planning and Recruitment Division for review	None	5 minutes	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
	1.4 Review and sign the forwarded Service Records	None	15 minutes	Division Manager A *Manpower Planning and Recruitment Division*
2. Receive a copy of the requested Service Records	2. Release and secure a receiving copy of the Service Records	None	5 minutes	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
TOTAL PROCESSING TIME:		**1 hour**		
TOTAL PROCESSING FEE:		**None**		

3. 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
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 Employee Portal	1.1 Receive the properly filled-out Authority to Travel Abroad Request Form in the BWD Employee Portal	None	5 minutes	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
	1.2 Prepare Authority to Travel Abroad	None	30 minutes	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
	1.3 Forward to the Head of the Manpower Planning and Recruitment Division for review	None	5 minutes	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
	1.4 Review and affix the initial to the forwarded Authority to Travel Abroad	None	15 minutes	Division Manager A *Manpower Planning and Recruitment Division*
	1.5 Forward the reviewed Authority to Travel Abroad to the AGM for Administration and Finance Group	None	5 minutes	Assistant General Manager *Administration and Finance Group*



	1.6 Signing of Authority to Travel Abroad by the AGM for Administration and Finance Group	None	5 minutes	Assistant General Manager *Administration and Finance Group*
	1.7 Forward the reviewed and signed Authority to Travel Abroad to the General Manager	None	5 minutes	Clerk-Processor C *Office of the Assistant General Manager for Administration and Finance Group*
	1.8 Signing of Authority to Travel Abroad by the General Manager	None	5 minutes	General Manager A
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	Industrial Relations Development Officer B *Manpower Planning and Recruitment Division*
TOTAL PROCESSING TIME:		**1 hour and 20 minutes**		
TOTAL PROCESSING FEE:		**None**		

4. Request for Payslip

A payslip is an official document issued by the agency to an employee, reflecting the detailed computation of compensation for a specific pay period, including basic salary, allowances, and all authorized deductions, consistent with government accounting and payroll regulations.

Office or Division:	Manpower Planning and Recruitment Division
Classification:	Simple
Type of Transaction:	G2G
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. Click the "Payroll" option in the BWD Employee Portal and select "Request for Payslip."	1.1 Receive the payslip request through the BWD Employee Portal	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.2 Print the requested payslip	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.3 Forward to the Head of the Manpower Planning and Recruitment Division for review	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
	1.4 Review and sign the forwarded payslip	None	15 minutes	Division Manager A *Manpower Planning and Recruitment Division*
2. Receive a copy of the requested payslip	2. Release and secure a receiving copy of the payslip	None	5 minutes	Electronic Communications Systems Operator B *Manpower Planning and Recruitment Division*
TOTAL PROCESSING TIME:		**35 minutes**		
TOTAL PROCESSING FEE:		**None**		



TRAINING AND DEVELOPMENT DIVISION

INTERNAL SERVICE



1. 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 (BWD).

Office or Division:	Training and Development Division and Office of the General Manager			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of Baliwag Water District			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Learning and Development Intervention (L&DI) Processing Form		Training and Development Division Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure the Learning and Development Intervention (L&DI) Processing Form from the Training and Development Division.	1.1 Provide the Learning and Development Intervention (L&DI) Processing Form to the applicant	None	1 minute	Human Resource Committee Secretary *Training and Development Division*
2. Fill-out the Application and Endorsement (Grey) Portion of the Learning and Development Intervention (L&DI) Processing Form and have it endorsed by	Not Applicable	Not Applicable	Not Applicable	Learning & Development Intervention Applicant



the Immediate Supervisor				
3. Submit the accomplished Learning and Development Intervention (L&DI) Processing Form to the Training and Development Division Personnel	3.1 Receive the duly-accomplished Learning and Development Intervention (L&DI) Processing Form	None	1 minute	Human Resource Committee Secretary *Training and Development Division*
	3.2 Convene a Human Resource Development Committee (HRDC) Meeting to evaluate the application and endorse the result of the evaluation to the General Manager (GM)	None	3 days	Human Resource Development Committee *Baliwag Water District*
	3.3 Approval / Disapproval of the General Manager of the Learning and Development Intervention (L&DI) application	None	2 days	General Manager A
	3.4 Notify the applicant on the application result	None	1 day	Human Resource Committee Secretary *Training and Development Division*
TOTAL PROCESSING TIME:		**5 days and 2 minutes**		
TOTAL PROCESSING FEE:		**None**		



PROPERTY AND WAREHOUSING AND MATERIALS AND EQUIPMENT QUALITY CONTROL DIVISION

INTERNAL SERVICES



1. Purchase of Materials/Equipment Procedure

These refers to the items, supplies, and materials received by the Procurement Officer of Baliwag Water District from its employees. All procurement shall be done through competitive bidding except as provided in R.A. 12009. Resort to alternative methods shall be made only if: 1) highly exceptional cases; 2) to promote economy and efficiency; and 3) justified by conditions specified in R.A. 12009 and its Implementing Rules and Regulations (IRR).

Office or Division:	Property and Warehousing and Materials and Equipment Quality Control Division, General Accounting and Budget Division, Office of the Assistant General Manager, and Office of the General Manager			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	All employees of Baliwag Water District			
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 the Employee 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
TOTAL PROCESSING TIME:		**8 hours and 5 minutes**		
TOTAL PROCESSING FEE:		**None**		
B. CASH ADVANCE **C. IF BELOW ₱50,000.00** **D. FOR ₱50,000.00 - ₱999,999.00** **E. IF ABOVE ₱1,000,000.00**				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log in to the Employee	1.1 Approve the request	None	5 minutes	Immediate Supervisor



Portal and request purchase of materials	1.2 Certify the budget	None	5 minutes	Division Manager A *General Accounting and Budget Division*
	1.3 Approve Purchase Request (PR)	None	1 day	General Manager A
	1.4 Prepare the approved Purchase Request (PR)	None	5 minutes	Canvasser
	1.5 Record Purchase Request or Purchase Request Slip	None	10 minutes	Purchasing Personnel
	B. CASH ADVANCE B.1 Forward the Purchase Request to the requestor B.2 Request for Cash Advance (CA) B.3 Purchase the item/material	None None None	5 minutes 3 days 1 day	Canvasser Canvasser Canvasser
	C. IF BELOW ₱200,000.00 C.1 Conduct canvass C.2 Prepare abstract of quotation	None None None	3 days 30 minutes 1 day	Canvasser Purchasing Personnel Assistant General Manager *Administration and Finance Group*



	C.3 Approve abstract of quotation	None	1 hour	Purchaser
	C.4 Prepare Purchase Order (PO)			
	C.5 Approve Purchase Order (PO)	None	1 day	General Manager
	C.6 Send approved Purchase Order (PO) to the supplier	None	30 minutes	Purchaser/Supplier
	C.7 *Schedule of delivery*			
	C.7.1 within Bulacan area	None	7 days	Supplier
	C.7.2 outside Bulacan area	None	15 days	Supplier
	D. FOR ₱200,000.00 - ₱1,999,999.00			
	D.1 Endorse Purchase Request to Bids and Awards Committee (BAC)	None	10 minutes	Canvasser
	D.2 Post to m-PhilGEPS	None	7 calendar days	Bids and Awards Committee
	D.3 Bids and Awards Committee	None	1 day	Bids and Awards Committee



	Meeting – Opening of Quotation			
	D.4 Prepare abstract of quotation	None	1 day	Bids and Awards Committee
	D.5 Approve abstract of quotation	None	1 day	Bids and Awards Committee
	D.6 Prepare Purchase Order (PO)	None	30 minutes	Purchaser
	D.7 Approve Purchase Order (PO)	None	1 day	General Manager
	D.8 Send approved Purchase Order (PO) to the supplier	None	30 minutes	Purchaser
	D.9 *Schedule of delivery*	None	7 days	Canvasser/Supplier
	D.9.1 within Bulacan area	None	15 days	Canvasser/Supplier
	D.9.2 outside Bulacan area			
	E. IF ABOVE ₱2,000,000.00	None	10 minutes	Canvasser
	E.1 Endorse Purchase Request (PR) to Bids and Awards Committee	None	1 day	



	E.2 Bids and Awards Committee Pre-Procurement Meeting	None	7 days	Bids and Awards Committee
	E.3 Post to m-PhilGEPS	None	1 day	Secretariat, Bids and Awards Committee
	E.4 Pre-Bid Conference	None	12 days	Bids and Awards Committee
	E.5 Bidding process	None	1 day	Bids and Awards Committee
	E.6 Bids and Awards Committee Meeting – Opening of Quotations	None	1 day	Bids and Awards Committee
	E.7 Post-Qualification Process	None	7 days	Bids and Awards Committee
	E.8 Preparation of Notice of Award	None	10 days	Secretariat, Bids and Awards Committee
	E.9 Submission of Performance Bond	None	30 minutes	Supplier
	E.10 Preparation of Contract and Contract Signing	None	1 day	Bids and Awards Committee
	E.11 Issuance of Notice to Proceed	None	30 minutes	Bids and Awards Committee Purchaser



	E.12 Prepare Purchase Order (PO)	None	1 day	
	E.13 Approve Purchase Order (PO)	None	30 minutes	General Manager A
	E.14 Send approved Purchase Order (PO) to the supplier			Purchaser
	E.15 *Schedule of delivery*	None	7 days	
	E.15.1 within Bulacan area	None	15 days	Purchaser/Supplier
	E.15.2 outside Bulacan area			Purchaser/Supplier
TOTAL PROCESSING TIME:		**a. Petty Cash – 1 day and 5 minutes**		
		b. Cash Advance – 5 days and 45 minutes		
		c. Below ₱50,000.00 **c.1 within Bulacan – 13 days, 2 hours, and 40 minutes** **c.2 outside Bulacan – 21 days, 2 hours, and 40 minutes**		
		d. Above ₱50,000.00 to ₱999,999.00 **d.1 within Bulacan – 19 days, 1 hours, and 50 minutes** **d.2 outside Bulacan – 27 days, 1 hour, and 50 minutes**		
		e. Above ₱1,000,000.00 **e.1 within Bulacan – 50 days, 2 hours, and 20 minutes** **e.2 outside Bulacan – 58 days, 2 hours, and 20 minutes**		
TOTAL PROCESSING FEE:		**None**		



2. 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			
Who may avail:	All employees of Baliwag Water District			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Online Request		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log in to Employee Portal and request for materials	1. Check and approve the request	None	5 minutes	Division Manager A *Property and Warehousing and Materials and Equipment Quality Control Division*
2. Sign the printout of the request and receive the materials	2. Print the request and release the materials requested.	None	3 minutes	Storekeeper D *Property and Warehousing and Materials and Equipment Quality Control Division*
TOTAL PROCESSING TIME:		**8 minutes**		
TOTAL PROCESSING FEE:		**None**		



GENERAL SERVICES DIVISION

INTERNAL SERVICES



1. 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			
Who may avail:	Authorized Baliwag Water District 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 Employee Portal and request for gas issuance	1.1 Check and approve the request	None	5 minutes	General Services Chief B *General Services Division*
	1.2 Prepare Purchase Order (PO)	None	5 minutes	Administrative Services Assistant A *General Services Division*
	1.3 Approve Purchase Order (PO)	None	5 minutes	General Services Chief B *General Services Division*
2. Receive the approved Purchase Order (PO)	2. Issue the Purchase Order (PO)	None	5 minutes	Administrative Services Assistant A *General Services Division*
TOTAL PROCESSING TIME:		**20 minutes**		
TOTAL PROCESSING FEE:		**None**		

2. 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:	Simple			
Type of Transaction:	G2G			
Who may avail:	Authorized Baliwag Water District employees (with service vehicle)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for Repair of Service Vehicle Form (RRSVF)		General Services Division Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out the Request for Repair of Service Vehicle Form (RRSVF)	1.1 Check and approve the request	None	5 minutes	Division Manager A *General Services Division*
	1.2 Request purchase of materials online	None	5 minutes	Administrative Services Assistant A *General Services Division*
	1.3 Certify the budget	None	5 minutes	Division Manager A *General Accounting and Budget Division*
	1.4 Check Purchase Request (PR)	None	5 minutes	Purchaser
	1.5 Certify the availability of funds	None	5 minutes	Division Manager A *Treasury Division*
	1.6 Permit purchase	None	1 day	General Manager A
	1.7 Purchase request for: a. Petty Cash b. Cash Advance c. Below ₱50,000.00	 None None None	 2 days 4 days 4 days	 Purchaser Purchaser Purchaser
2. Receive the materials requested	2. Release the items purchased	None	10 minutes	Storekeeper D *Property and Warehousing and Materials and Equipment Quality Control Division*
3. Proceed to authorized shop for repair	3. Endorse the conduct of repair	None	1 hour	Division Manager A *General Services Division*



TOTAL PROCESSING TIME:	**a. Petty Cash – 2 days, 1 hour, and 35 minutes**
	b. Cash Advance – 5 days, 1 hour, and 35 minutes
	c. Below ₱50,000.00 – 5 days, 1 hour, and 35 minutes
TOTAL PROCESSING FEE:	**None**

3. 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			
Who may avail:	Authorized Baliwag Water District employees (with service vehicle)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request for Repair of Service Vehicle Form (RRSVF)		General Services Division Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log in to Employee Portal and request for repair of service vehicle	1. Check and approve the request	None	5 minutes	General Services Chief B *General Services Division*
2. Receive the item/s requested	2. Release the requested item/s	None	5 minutes	Storekeeper D (Warehouse Custodian) *Property and Warehousing and Materials and Equipment Quality Control Division*
3. Proceed to authorized shop for repair	3. Endorse the conduct of repair	None	1 day	General Services Chief B *General Services Division*
TOTAL PROCESSING TIME:		**1 day and 10 minutes**		
TOTAL PROCESSING FEE:		**None**		



LEGAL SERVICES AND PUBLIC INFORMATION DIVISION

INTERNAL SERVICES



1. Posting of Advisories

This include all maintenance works, programs and policies, and 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
Who may avail:	All employees of Baliwag Water District (BWD)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Maintenance Advisory Form (MAF) • Advisory Form (AF)	Legal Services and Public Information Division

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Maintenance Advisory Form (MAF) or Advisory Form (AF) at the Legal Services and Public Information Division Office	1. Issue Maintenance Advisory Form (MAF) or Advisory Form (AF)	None	2 minutes	Clerk-Processor C *Legal Services and Public Information Division*
2. Fill-out and secure approval of the immediate supervisor	2. Review and approve the accomplished Maintenance Advisory Form (MAF) or Advisory Form (AF)	None	5 minutes	Senior Corporate Attorney *Legal Services and Public Information Division*
3. Submit the approved Maintenance Advisory Form (MAF) or Advisory Form (AF)	3.1 Receive the Maintenance Advisory Form (MAF) or Advisory Form (AF) and check the completeness of the form	None	5 minutes	Clerk-Processor C *Legal Services and Public Information Division*



	3.2 Acknowledge the submitted Maintenance Advisory Form (MAF) or Advisory Form (AF) and return two (2) copies to the requestor	None	5 minutes	Clerk-Processor C *Legal Services and Public Information Division*
	3.3 Prepare or layout the needed announcement or notice	None	30 minutes	Clerk-Processor C *Legal Services and Public Information Division*
	3.4 Secure approval of the Corporate Planning Department Head before posting the said announcement	None	1 day	Clerk-Processor C *Legal Services and Public Information Division*
	3.5 Post the announcement at all social media platforms available	None	5 minutes	Public Relations Assistant A *Legal Services and Public Information Division*
TOTAL PROCESSING TIME:		**a. Maintenance Advisory Form and Collection Schedule – 1 day and 52 minutes**		
		b. Programs and Policies – 2 days and 22 minutes		
TOTAL PROCESSING FEE:		**None**		

2. 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 layout artist from the Legal Services and Public Information Division.

Office or Division:	Legal Services and Public Information Division
Classification:	Simple



Type of Transaction:	G2G			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Layout Request Form (LRF)		Legal Services and Public Information Division		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Layout Request Form (LRF) at the Legal Services and Public Information Division Office	1. Issue Layout Request Form (LRF)	None	2 minutes	Clerk-Processor C *Legal Services and Public Information Division*
2. Fill-out and secure approval of the immediate supervisor	2. Review and approve the accomplished Layout Request Form (LRF)	None	5 minutes	Senior Corporate Attorney *Legal Services and Public Information Division*
3. Submit the approved Layout Request Form (LRF)	3.1 Receive the Layout Request Form (LRF) and check the completeness of the form	None	5 minutes	Clerk-Processor C *Legal Services and Public Information Division*
	3.2 Review the Layout Request Form (LRF)	None	5 minutes	Department Manager A *Corporate Planning Department*
	3.3 Execute the layout for: a. Simple b. Complex	 None None	 2 days 10 days	Clerk-Processor C *Legal Services and Public Information Division*
4. Receive and acknowledge the accomplished request	4. Endorse the accomplished request to the requestor	None	5 minutes	Clerk-Processor C *Legal Services and Public Information Division*
TOTAL PROCESSING TIME:		**a. Simple Layout – 2 days and 22 minutes**		
		b. Complex Layout – 10 days and 22 minutes		



TOTAL PROCESSING FEE:	None

3. 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
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 (PARF) at the Legal Services and Public Information Division Office	1. Issue Public Announcement Request Form (PARF)	None	2 minutes	Clerk-Processor C *Legal Services and Public Information Division*
2. Fill-out and secure approval of the immediate supervisor	2. Review and approve the accomplished Public Announcement Request Form (PARF)	None	5 minutes	Senior Corporate Attorney *Legal Services and Public Information Division*
3. Submit the approved Public Announcement Request Form (PARF)	3.1 Receive the Public Announcement Request Form (PARF) and check the completeness of the form	None	20 minutes	Clerk-Processor C *Legal Services and Public Information Division*



	3.2 Review the Public Announcement Request Form (PARF)	None	5 minutes	Department Manager A *Corporate Planning Department*
	3.3 Execute the On-site Public Announcement	None	2 hours	Clerk-Processor C *Legal Services and Public Information Division*
TOTAL PROCESSING TIME:		**2 hours and 32 minutes**		
TOTAL PROCESSING FEE:		**None**		



MANAGEMENT INFORMATION SERVICES DIVISION

INTERNAL SERVICES



1. Request for ICT Technical Support

Technical support request from Baliwag Water District for ICT hardware and software-related issues.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Management Information Services – Job Order Online Request		Employee Portal		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Job Order (JO) in the Employee Portal	1.1 Approve online request	None	10 minutes	Management Information Services Chief B *Management Information Services Division*
	1.2 Review and approve the Job Order (JO)	None	20 minutes	Management Information Services Chief B *Management Information Services Division*
	1.3 Conduct troubleshooting	None	3 hours	Electronics Communications Systems Operator B *Management Information Services Division*
	1.4 Perform Recommendation	None	10 minutes	Electronics Communications Systems Operator B *Management Information Services Division*
TOTAL PROCESSING TIME:		**3 hours and 40 minutes**		
TOTAL PROCESSING FEE:		**None**		



2. Request for New IT Equipment

Request from Baliwag Water District (BWD) employees for new IT hardware equipment.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• IT Equipment Request Form		Computer Operator, *Management Information Services Division*		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish and submit the approved IT Equipment Request Form	1.1 Review the request	None	20 minutes	Electronics Communications Systems Operator B *Management Information Services Division*
	1.2 Approve the request	None	10 minutes	Management Information Services Chief B *Management Information Services Division*
	1.3 Prepare the hardware and/or install the software	None	7 hours	Electronics Communications Systems Operator B *Management Information Services Division*
	1.4 Deployment	None	30 minutes	Electronics Communications Systems Operator B *Management Information Services Division*
2. Acknowledge receipt of requested IT equipment	2. Prepare Property Acknowledgment Receipt and barcode	None	20 minutes	Supervising Data Encoder-Controller *Property and Warehousing and Materials and Equipment Quality Control Division*
TOTAL PROCESSING TIME:		**1 day and 20 minutes**		
TOTAL PROCESSING FEE:		**None**		



3. Request for System Enhancement

System enhancement request from Baliwag Water District employees for the existing system.

Office or Division:	Management Information Services Division
Classification:	Highly-Technical
Type of Transaction:	G2G
Who may avail:	All employees of Baliwag Water District (BWD)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Management Information Services (MIS) Job Order Online Request • System Enhancement Request (SER) Form	Employee Portal Computer Operator, *Management Information Services Division*

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Management Information Services (MIS) Job Order in the Employee Portal	1.1 Approve the request	None	10 minutes	Management Information Services Chief B *Management Information Services Division*
	1.2 Review the request	None	10 minutes	Management Information Services Chief B *Management Information Services Division*
	1.3 Issue System Enhancement Request (SER) Form	None	5 minutes	Sr. Management Information/Systems Analyst *Management Information Services Division* Sr. Computer Services Programmer *Management Information Services Division* Computer Operator *Management Information Services Division*
2. Submit the accomplished System Enhancement	2.1 Receive System Enhancement Request (SER) Form	None	5 minutes	Sr. Management Information/Systems Analyst *Management Information Services Division* Sr. Computer Services Programmer



Request (SER) Form				*Management Information Services Division* Computer Operator *Management Information Services Division*
	2.2 Review the System Enhancement Request (SER) Form	None	1 day	Sr. Management Information/Systems Analyst *Management Information Services Division* Sr. Computer Services Programmer *Management Information Services Division* Computer Operator *Management Information Services Division*
	2.3 Gather information	None	2 days	Sr. Management Information/Systems Analyst *Management Information Services Division* Sr. Computer Services Programmer *Management Information Services Division* Computer Operator *Management Information Services Division*
	2.4 Design and encode	None	15 days	Sr. Management Information/Systems Analyst *Management Information Services Division* Sr. Computer Services Programmer *Management Information Services Division* Computer Operator *Management Information Services Division*
	2.5 User training	None	1 day	Sr. Management Information/Systems Analyst *Management Information Services Division* Sr. Computer Services Programmer *Management Information Services Division* Computer Operator *Management Information Services Division*



	2.6 Deployment	None	4 hours	Sr. Management Information/Systems Analyst *Management Information Services Division* Sr. Computer Services Programmer *Management Information Services Division* Computer Operator *Management Information Services Division*
TOTAL PROCESSING TIME:		**19 days, 4 hours, and 30 minutes**		
TOTAL PROCESSING FEE:		**None**		

4. Request for System Support

System support request from Baliwag Water District (BWD) employees for existing computerized system-related issues.

Office or Division:	Management Information Services Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees of Baliwag Water District (BWD)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Management Information Services Job Order Online Request		Employee Portal		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Management Information Services Job Order in the Employee Portal	1.1 Approve the request	None	10 minutes	Management Information Services Chief B *Management Information Services Division*
	1.2 Review the request	None	30 minutes	Management Information Services Chief B *Management Information Services Division*
	1.3 Conduct debugging	None	2 hours	Sr. Management Information/Systems Analyst *Management Information Services Division*



				Sr. Computer Services Programmer *Management Information Services Division* Computer Operator *Management Information Services Division*
TOTAL PROCESSING TIME:	**2 hours and 40 minutes**			
TOTAL PROCESSING FEE:	**None**			



OFFICE OF THE GENERAL MANAGER

INTERNAL SERVICE



1. 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
Who may avail:	All employees of Baliwag Water District (BWD)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Travel Request Form	Office of the General Manager (OGM) Office of the Assistant General Manager (OAGM)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure a Travel Request Form at the Office of the General Manager or the Assistant General Manager	1. Issue Travel Request Form	None	2 minutes	Immediate Supervisor
2. Fill-out and secure approval of the immediate head	2.1 Review completeness and accept the Travel Request Form	None	5 minutes	Private Secretary B *Office of the General Manager* Private Secretary C *Office of the Assistant General Manager for Operations and Technical Services Group* Clerk-Processor C *Office of the Assistant General Manager for Administration and Finance Group*
	2.2 Request for Travel Order Form through the Employee Portal	None	5 minutes	Private Secretary B *Office of the General Manager* Private Secretary C *Office of the Assistant General Manager for*



				Operations and Technical Services Group Clerk-Processor C *Office of the Assistant General Manager for Administration and Finance Group*
	2.3 Review and approve the request	None	30 minutes	Assistant General Manager *Administration and Finance Group* Assistant General Manager *Operations and Technical Services Group* General Manager A *Baliwag Water District*
3. Acknowledge the receipt of Travel Order Form	3. Issue a copy of the approved Travel Order Form	None	3 minutes	Private Secretary B *Office of the General Manager* Private Secretary C *Office of the Assistant General Manager for Operations and Technical Services Group* Clerk-Processor C *Office of the Assistant General Manager for Administration and Finance Group*
TOTAL PROCESSING TIME:		**45 minutes**		
TOTAL PROCESSING FEE:		**None**		



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client feedback form and insert it at the designated drop box below concessionaire's portal or in the officer of the day's counter Contact Numbers: (044) 766 2618 / 0988-841-3155 / 0917-560-3045 *or* Send feedback thru our online communication platforms: Website: www.baliwagwd.com.ph Facebook: www.facebook.com/baliwagwd Email Address: customercare@baliwagwd.com.ph or publicinfo@baliwagwd.com.ph
How feedbacks are processed	Every Friday, Customer Care Representative opens the drop box and compiles and records all feedbacks submitted. Feedback received thru official online communication platforms by the Public Information Officer shall be opened on a daily basis. Meanwhile, feedbacks 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. The answer of the office is then relayed to the citizen.
How to file a complaint	Answer the client complaint form and insert it at the designated drop box placed beside the concessionaire's portal. Complaints can also be filed via telephone and available online communication platforms. Make sure to provide the following information: 1. Name of person being complained; 2. Incident; and 3. Evidence



	For inquiries and follow-ups, clients may reach the following contact numbers: (044) 766 2618 / 0988-841-3155 / 0917-560-3045
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may reach the following contact numbers: (044) 766 2618 / 0988-841-3155 / 0917-560-3045
Contact Information of CCB, PCC, and ARTA	ARTA: complaints@arta.gov.ph or 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



LIST OF OFFICES		
OFFICE	**ADDRESS**	**CONTACT INFORMATION**
Baliwag Water District Main Building	Col. Tomacruz St., Poblacion, Baliwag City, Bulacan	(044) 766-2618
Baliwag Water District Old Building	BS Aquino Ave., Bagong Nayon, Baliwag City, Bulacan	(044) 766-2618 loc. 874 or 876
Baliwag Water District Septage Treatment Plant Building	Tiongson St., San Roque, Baliwag City, Bulacan	(044) 766-2618 loc. 875

APPROVED BY:

ENGR. MA. VICTORIA E. SIGNO
General Manager

