

# CITIZEN'S CHARTER CY 2022 (1st Edition)



#### FOREWORD

BULAN WATER DISTRICT (BWD) a Government Owned and Controlled Corporation created by special law is mandated to (a) acquire, install, improve, maintain and operate water supply and distribution system; (b) provide, maintain and operate wastewater collection, treatment and disposal facilities; (c) conducting such other functions and operations incidental to water resource development.

Life is dependent on water, our work in the Bulan Water District requires unconditional dedication for the safety and well being of the Bulaneños.

The Bulan Water District Citizen's Charter is one of the primary tools use to communicate their service standards on the delivery of water related services to our clients. In reference to **Anti-Red Tape Authority Memorandum Circulars 2019-002** and **2019-002-A** published by the Authority on 13 August 2019 and 02 December 2019 respectively. **ARTA M.C. 2019-002** or the Submission of Citizen's Charter and Certificate of Compliance of all government agencies in accordance with **Section 3 (d)**, **Rule IV** of the Implementing Rules and Regulations (IRR) of Republic Act no. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*. And also the MC No: 2022-05 or the Guidelines on the Harmonized Client Satisfaction Measurement dated September 20, 2022.

In the spirit of public service, we continue to uphold our commitment to give the best we can and it is certain we can make it happen.

Water is the most essential element in life.
Clean water transform unhealthy conditions in our lives.
Bulan Water District is a non-profit organization,
Providing safe, clean and potable drinking water to human life;
And, Efficient and Effective water service is a subtle force
in uplifting the economic status of the Family Life.

Engr. REY DENNIS L. GILBAS
General Manager C

## **VISION:**

TO BE EFFICIENT IN PROVIDING WATER AT REASONABLE
COST AND GOOD SERVICE TO THE COMMUNITY.

## **MISSION:**

WE COMMIT TO SUPPLY SAFE/AFFORDABLE AND POTABLE WATER TO THE COMMUNITY. TO CONDUCT OTHER FUNCTIONS AND OPERATIONS INCIDENTAL TO WATER RESOURCE DEVELOPMENT.

# **GOAL:**

TO SERVE WITH DIGNITY AND HONOR.

# LIST OF EXTERNAL SERVICES

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|         |  |            |

## **EXTERNAL SERVICES**

# 1. INSTALLATION OF NEW WATER SERVICE CONNECTION

| Office   | Bulan Water Distr   | ict (BWD)      |   |   |
|--|---|----------------|---|---|
| Classification   | Complex   |                |   |   |
| Type of  | L2C- Local Water  | District to Co | ncessionaires   |   |
| Transaction  |   |                |   |   |
| Who may be   | Potential concess   |                | ing within the Bara   | anggay Served by  |
| avail?   | the Bulan Water D   |                |   |   |
|  | ST OF REQUIREME   |                |   | O SECURE?   |
| Connection Connection Certificate on Water S Brgy.Clear Proof of L Certification | oplication Form for New Water Service connection ertificate of Appearance from Orientation Water Service Connection gy.Clearance (Proof of Residency) |                | <ul> <li>PACD of BWD (Frontline Officer)</li> <li>BWD Seminar Facilitator</li> <li>Concessionaire's Baranggay</li> <li>Concessionaire or Barangay, Assessors</li> </ul> |   |
| only)  | of Cedula<br>Permit (Optional for   |                | ,   | J – BULAN   |
| CLIENT STEPS   | AGENCY<br>ACTION  | FEES TO<br>PAY | PROCESSING<br>TIME  | PERSON<br>RESPONSIBLE   |
| Step 1 Approach the CSA or PACD of BWD and ask for an Application form           | Assist the Concessionaire to fill out the Application Form  | None           | 5 Minutes   | MARY JOY<br>BALDILLO<br>Frontline<br>Assistant                |
| Step 2 Attend Orientation/ Seminar on New Water Service Connection               | Conduct Orientation on Concessionaires applying for New Water Service Connection  | None           | 2 Hours<br>Every Friday<br>(1:00PM)   | NOEL C.<br>DELMONTE<br>Water/Sewerage<br>Maintenance<br>Man A |
| Step 3   | Conduct of Digital Estimate thru Geographic Information System (GIS)  | None           | 10 Minutes per<br>Application<br>(After<br>Orientation-<br>same day)  | VENICE A. LAO  Utilities/ Customer Services Asst. D           |
| Step 4 Verification of Qualified Concessionaires                                 | Site Inspection  Verification of  Qualified  Applicants   | None           | Site Inspection<br>- 30 Minutes   | SAMSON H.<br>TAÑADA<br>Water/Sewerage<br>Maintenance<br>Man A |

|   |   |  | Approval –<br>5 Minutes  | NOEL C.<br>DELMONTE<br>Water/Sewerage<br>Maintenance<br>Man A      |
|---|---|--|--|--|
| Step 5 Payment of Registration Fee and other fees | Computation of Charges                                | Registration<br>Php<br>4000.00                                 | 5 Minutes  | MARY JOY<br>BALDILLO<br>Frontline<br>Assistant                     |
|   | Filling Out of<br>Contracts and<br>other<br>Documents | Guarantee Deposit Php 1000.00 labor and Materials are excluded | Average 30<br>Minutes per<br>Application   | NOEL C.<br>DELMONTE<br>Water/Sewerage<br>Maintenance<br>Man A      |
|   | Issuance of Official Receipts                         | (depending on the Estimate)                                    | 5 Minutes  | CARINA G.<br>BACONWA<br>Administrative<br>Services Aide            |
|   |   |  |  | LORENA F.<br>GERONA<br>Cashier                                     |
| Step 6 Preparation for Installation               | Schedule of<br>Installation                           | None   | 5 Minutes  | NOEL C.<br>DELMONTE<br>Water/Sewerage<br>Maintenance<br>Man A      |
|   | Preparation of<br>Water Meter<br>and Materials        | None   | 10 Minutes   | GEMMA H. CALUPIT Property/Supply Asst. B                           |
|   | Deployment  | None   | 3 Minutes after<br>Preparation of<br>Materials   | NOEL C. DELMONTE Water/Sewerage Maintenance Man A                  |
|   | Installation of<br>Water Service                      | None   | 1 Day – Easy 3 Days – With Concrete Cutting (depending on the schedule – first come first serve basis) | BERNARDO L. GUBAT & Job Orders Water/Resources Facilities Tender B |

# 2. RE-OPEN/RECONNECTION OF WATER SERVICE CONNECTION

| COMMECTIC       | ) N  |                            |                   |                              |  |
|-----------------|--|----------------------------|-------------------|------------------------------|--|
| Office          | Bulan Water Dis                              | Bulan Water District (BWD) |                   |                              |  |
| Classification  | Simple                                       | Simple                     |                   |                              |  |
| Type of         | L2C- Local Water District to Concessionaires |                            |                   |                              |  |
| Transaction     |  |                            |                   |                              |  |
| Who may be      |  |                            | Water Service Con | nection in the               |  |
| avail?          | Bulan Water Dis                              | trict                      |                   |                              |  |
|                 | T OF REQUIRE                                 |                            |                   | SECURE?                      |  |
| Official        | Receipt for p                                | ayment of                  | 🖶 BWD Tell        |                              |  |
| Arrears (       | • /  |                            | BWD Cas           | hier                         |  |
|                 |  | ayment of                  |                   |                              |  |
| Reconne         | •  | Guarantee                  | ♣ BWD CSA         | \/PACD                       |  |
|                 | and other Charge                             |                            |                   |                              |  |
| • •             | on for Reconne                               | ction / Re-                |                   |                              |  |
| Open            |  |                            |                   |                              |  |
| CLIENT          | AGENCY                                       | FEES TO                    | PROCESSING        | PERSON                       |  |
| STEPS           | ACTION                                       | PAY                        | TIME              | RESPONSIBLE                  |  |
| Step 1          |  |                            |                   |                              |  |
| Approach the    | Assist to Fill-                              | None                       | 3-5 Minutes for   | MARY JOY                     |  |
| CSA/ PACD to    | Out  |                            | every             | BALDILLO<br>Frontline        |  |
| verify your     |  |                            | connection        | Assistant                    |  |
| account and     |  |                            |                   | Assistant                    |  |
| fill-out        | M. H. d.                                     | Nicol                      | 4.0 Min. (        |                              |  |
| Application for | Verify the                                   | None                       | 1-3 Minutes       | SHIELA MARIE B.<br>LUZURIAGA |  |
| Reconnection    | existence of Water Service                   |                            | per connection    | Utilities/Customer           |  |
|                 | Connection                                   |                            |                   | Services Asst. C             |  |
|                 | Connection                                   |                            |                   |                              |  |
| Step 2          | Verified                                     |                            |                   |                              |  |
| Payment of      | Application                                  | None                       |                   |                              |  |
| Arrears and     | -7 days after                                | Guarantee                  |                   |                              |  |
| Reconnection    | Disconnection                                | Deposit –                  |                   | CARINA G.                    |  |
| Fees            | Disconnection                                | Php                        | 5 Minutes for     | BACONWA                      |  |
| And Issuance    |  | 1000.00                    | each              | Administrative               |  |
| of Receipts     |  |                            | concessionaire    | Services Aide                |  |
| If No Arrears   |  | _                          | Solioooolollaile  |                              |  |
| or              |  | Php                        |                   |                              |  |
| Reconnectio     | -beyond 7                                    | 500.00                     |                   |                              |  |
| n Charges       | days to 60                                   | Reconnection<br>Fee        |                   | LORENA F.                    |  |
| Proceed to      | days to oc                                   | Php                        |                   | GERONA<br>Cashier            |  |
| Step 3          | Disconnection                                | 1000.00                    |                   | Casillei                     |  |
|                 | (2 Months)                                   | Guarantee<br>Deposit       |                   |                              |  |
|                 | ,      | Борозіі                    |                   |                              |  |
|                 |  |                            |                   |                              |  |
|                 |  |                            |                   |                              |  |

|   | -beyond 2<br>Months                                 | (labor and Materials excluded) Php 1000.00 Reconnection Fee labor and Materials excluded Guarantee Deposit Php 1000.00 |   |  |
|---|---|--|---|--|
| Step 3 Filling Out of Application for Reconnection (Contract) | Assist to Fill Out the Application for Reconnection | None   | 30 Minutes for<br>each<br>Concessionaire  | MARY JOY BALDILLO Frontline Assistant  SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C |
| Step 4 Preparation for Reconnection                           | Schedule of<br>Installation                         | None   | 5 Minutes   | NOEL C.<br>DELMONTE<br>Water/Sewerage<br>Maintenance<br>Man A  |
|   | Preparation of<br>Water Meter<br>and Materials      | None   | 10 Minutes  | GEMMA H.<br>CALUPIT<br>Property/Supply<br>Asst. B  |
|   | Deployment  | None   | 3 Minutes after<br>Preparation of<br>Materials  | NOEL C.<br>DELMONTE<br>Water/Sewerage<br>Maintenance<br>Man A  |
| Step 5  | ReOpen  | None   | WM Only – 30 Minutes With materials & tapping 2hours (depending on the schedule – first come first serve basis) | BERNARDO L. GUBAT & Job Orders Water/Resources Facilities Tender B                                   |

# 3. REQUEST FOR OF SERVICE REQUEST/MAINTENANCE ORDER

| Office         | Bulan Water District (B\  | WD)          |                |                                     |  |
|----------------|---|--------------|----------------|-------------------------------------|--|
| Classification | Simple  |              |                |                                     |  |
| Type of        | L2C- Local Water District to Concessionaires                              |              |                |                                     |  |
| Transaction    |   |              |                |                                     |  |
| Who may be     | Concessionaires with Existing Water Service Connection in the Bulan Water |              |                |                                     |  |
| avail?         | District  |              |                |                                     |  |
| CHECK          | KLIST OF REQUIREME  | ENTS         | WHERE TO       | SECURE?                             |  |
| Official I     | Receipt for Required Pa   | ayment       | BWD Casl       |                                     |  |
| ♣ Service      | Request Form  |              | ♣ BWD CSA      |                                     |  |
| CLIENT         | AGENCY ACTION   | FEES TO      | PROCESSING     | PERSON                              |  |
| STEPS          |   | PAY          | TIME           | RESPONSIBLE                         |  |
| Step 1         |   |              |                |                                     |  |
| Approach the   | Assist to Fill-Out  |              | - NA: .        | MARY JOY<br>BALDILLO                |  |
| CSA/ PACD      | Verify the Water  | None         | 5 Minutes      | Frontline                           |  |
| to Fill Out    | Service Connection  |              |                | Assistant                           |  |
| Service        |   |              |                |                                     |  |
| Request        |   |              |                | SHIELA MARIE B.                     |  |
|                |   |              |                | LUZURIAGA                           |  |
|                |   |              |                | Utilities/Customer                  |  |
|                |   |              |                | Services Asst. C                    |  |
|                |   |              |                | CARINA G.                           |  |
| Payment for    | For Request with  | Depending    |                | BACONWA                             |  |
| Services (if   | Payment - Issuance  | on the       | 5 Minutes      | Administrative                      |  |
| applicable)    | of Receipt  | Services     |                | Services Aide                       |  |
|                |   | Availed      |                | LORENA F.                           |  |
|                |   |              |                | GERONA                              |  |
|                |   |              |                | Cashier                             |  |
|                |   |              |                |                                     |  |
| Step 2         | Request   |              |                | DINDO G. GOLPEO<br>JR. /            |  |
| Payment of     | Transfer of Water   | Php 250.00   | 2 Hours per    | JOB ORDERS                          |  |
| Service        | Service Connection  | labor and    | service        | Water/Sewerage Maintenance Man A    |  |
| Request        |   | Materials    | connection     |                                     |  |
|                |   | Excluded     |                | MHAR B. PEREZ, JR. /<br>JOB ORDERS  |  |
|                |   |              |                | Water/Sewerage                      |  |
|                |   |              |                | Maintenance Man C                   |  |
|                |   |              |                | JIMMY G. GOYAL /<br>JOB ORDERS      |  |
|                |   |              |                | Water Resources                     |  |
|                | Relocation of Water   |              |                | Facilities Tender B DINDO G. GOLPEO |  |
|                | Meter   | Php 250.00   | 1 Hour per     | JR./                                |  |
|                | IVIOLOI   | 1 110 200.00 | Water Meter    | JOB ORDERS Water/Sewerage           |  |
|                |   |              | TTALOI IVIOLOI | Maintenance Man A                   |  |

| I  |                                    |                          | <u> </u>  |
|--|------------------------------------|--------------------------|---|
|  | labor and<br>Materials<br>Excluded |                          | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C     |
|  |                                    |                          | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B      |
| Replacement of faucet, stop cock, Elbow, & other similar works | Php 30<br>pesos per<br>fittings    | 15 Minutes per piece     | DINDO G. GOLPEO<br>JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man A |
|  |                                    |                          | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C     |
|  |                                    |                          | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B      |
| Repair/Replacement of Broken Service Connection                | Based on<br>Estimated<br>Cost      | 1 Hour per<br>Connection | JRDO G. GOLPEO<br>JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man A  |
|  |                                    |                          | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C     |
|  |                                    |                          | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B      |
| Repair of leakages -Service Connection                         | Based on<br>Estimated              | 30 Minutes               | JR. /<br>JOB ORDERS<br>Water/Sewerage   |
| -Minor Repairs Main<br>Distribution Line                       | Cost                               | 2 hours                  | Maintenance Man A  MHAR B. PEREZ, JR. / JOB ORDERS                            |
| -Major Repairs on<br>Main Distribution<br>Line                 | None                               | 8 hours                  | Water/Sewerage Maintenance Man C  JIMMY G. GOYAL /                            |
|  |                                    |                          | JOB ORDERS Water Resources Facilities Tender B                                |
| Replacement of lost/damaged Water Meter                        | Php<br>1600.00<br>Labor and        | 30 Minutes               | JR. / JOB ORDERS Water/Sewerage Maintenance Man A                             |
|  | materials<br>excluded              |                          | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C     |
|  |                                    |                          | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B      |

| _ , ,_ ,                                     | DI 050.00                                       |                 | DINDO C COLDEO  |
|--|---|-----------------|---|
| Transfer of Tapping                          | Php 250.00<br>Labor and<br>Material<br>Excluded | 2 Hours         | DINDO G. GOLPEO<br>JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man A<br>MHAR B. PEREZ, JR. / |
|  |   |                 | JOB ORDERS Water/Sewerage Maintenance Man C   |
|  |   |                 | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B                              |
| No Water/Low<br>Pressure (For<br>Inspection) | None  | 30 Minutes      | DINDO G. GOLPEO<br>JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man A                         |
|  |   |                 | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C                             |
|  |   |                 | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B                              |
| Replacement of<br>stuck-up Water<br>Meter    | None  | 30 Minutes      | JRDO G. GOLPEO<br>JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man A                          |
|  |   |                 | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C                             |
|  |   |                 | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B                              |
| Water Meter leak                             | None  | 15 Minutes      | DINDO G. GOLPEO<br>JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man A                         |
|  |   |                 | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C                             |
|  |   |                 | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B                              |
| Bad Odor/Bad<br>Taste/Sandy/ Dirty<br>Water  | None  | 1 Hour Flushing | DINDO G. GOLPEO<br>JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man A                         |
|  |   |                 | MHAR B. PEREZ, JR. /<br>JOB ORDERS<br>Water/Sewerage<br>Maintenance Man C                             |

|  |  |                                      | 1   | 1  |
|--|--|--------------------------------------|---|--|
|  |  |                                      |   | JIMMY G. GOYAL /<br>JOB ORDERS<br>Water Resources<br>Facilities Tender B   |
|  | High Consumption<br>(For Inspection and<br>Re Reading)                 | None                                 | 10 Minutes                                  | DINDO G. GOLPEO JR. / JOB ORDERS Water/Sewerage Maintenance Man A  MHAR B. PEREZ, JR. / JOB ORDERS Water/Sewerage Maintenance Man C  JIMMY G. GOYAL / JOB ORDERS Water Resources |
|  | Request for Billing<br>Adjustment                                      | None                                 | 2 Minutes                                   | Facilities Tender B  SHIELA MARIE B. LUZURIAGA  Utilities/Customer Services Asst. C  |
|  | Reclassification<br>Billing Category                                   | None                                 | 2 Minutes                                   | SHIELA MARIE B.<br>LUZURIAGA<br>Utilities/Customer<br>Services Asst. C   |
|  | Issuance of Certification (Refilling Station, Payment and Adjustments) | Simple<br>50.00<br>Complex<br>100.00 | Simple<br>2 Minutes<br>Complex<br>5 Minutes | SHARI MARIE<br>FRANCINE G.<br>BRENCHES<br>HRMO   |
| Step 3 Sign the Service Request Form and | Records<br>Accomplished<br>Service Requests                            | None                                 | 2 Minutes per<br>concessionaires<br>record  | MARY JOY<br>BALDILLO<br>Frontline<br>Assistant   |
| Maintenance<br>Orders                    |  |                                      |   | GEMMA H.<br>CALUPIT<br>Property/Supply<br>Asst. B  |

# 4. ISSUANCE OF STATEMENT OF ACCOUNT (READ AND BILL)

| Office         | Bulan Water Dis   | Bulan Water District (BWD) |                                |   |  |
|----------------|---|----------------------------|--------------------------------|---|--|
| Classification | Simple  | Simple                     |                                |   |  |
| Type of        | Local Water Dist  | rict to Concess            | ionaires                       |   |  |
| Transaction    |   |                            |                                |   |  |
| Who may be     | Concessionaires   | with Existing V            | Vater Service Conr             | nection in the  |  |
| avail?         | Bulan Water Dis   | trict                      |                                |   |  |
| CHECKLIS       | T OF REQUIRE  | MENTS                      | WHERE TO                       | O SECURE?   |  |
| Existing       | Water Mete  | er at the                  | 4                              |   |  |
| Concess        | sionaires Premis  | es                         |                                |   |  |
| CLIENT         | AGENCY  | FEES TO                    | PROCESSING                     | PERSON  |  |
| STEPS          | ACTION  | PAY                        | TIME                           | RESPONSIBLE   |  |
|                | Step 1 Meter Reader reads the Consumption of the Concessionaire at the Water Meter          | Based on<br>Water Bill     | 1 Minute per<br>Concessionaire | Meter Readers JOSE SAREX G. GEROLIA VENICE A. LAO RORY P. VITERO NOMER G. LASALA DOMINDAOR G. GUADAMOR, JR. |  |
|                | Step 2 Meter Reader prints and Issues the Statement of Account to Concessionaire same time) | Based on<br>Water Bill     | 1 Minute per<br>Concessionaire | Meter Readers JOSE SAREX G. GEROLIA VENICE A. LAO RORY P. VITERO NOMER G. LASALA DOMINDAOR G. GUADAMOR, JR. |  |

# **5. COLLECTION OF PAYMENT**

| Office                         | Bulan Water Dis         | Bulan Water District (BWD) |                           |                |  |
|--------------------------------|-------------------------|----------------------------|---------------------------|----------------|--|
| Classification                 | Simple                  |                            |                           |                |  |
| Type of                        | Concessionaire          | to Local Water             | District                  |                |  |
| Transaction                    |                         |                            |                           |                |  |
| Who may be                     |                         |                            | Vater Service Conr        | nection in the |  |
| avail?                         | Bulan Water Dis         | strict                     |                           |                |  |
| CHECKLIS                       | ST OF REQUIR            | EMENTS                     | WHERE TO                  | O SECURE?      |  |
| Stateme                        | nt of Account (         | (Water Bill) –             | 👃 BWD Tel                 | ler            |  |
| Simply                         | inform the Na           | ame of your                | BWD Cas                   | shier          |  |
| Account                        | •                       | ·                          |                           |                |  |
| CLIENT                         | AGENCY                  | FEES TO                    | PROCESSING                | PERSON         |  |
| STEPS                          | ACTION                  | PAY                        | TIME                      | RESPONSIBLE    |  |
| Approach the                   | \/a=if:==t:======       |                            |                           |                |  |
| BWD Teller with your Statement | Verification of SOA and | Based on                   |                           |                |  |
| of Account                     | Issuance of             |                            | 2 Minutes per             | ANGELIZA G.    |  |
|                                | Water Bill              | Bill                       | transaction               | PAJE           |  |
| Cash Payment                   |                         |                            |                           | Administration |  |
| proceed to the                 | Issuance of             | Danadan                    | O Minutes and             | Services Aide  |  |
| Teller                         | Water Bill              | Based on SOA or Water      | 3 Minutes per transaction | LORENA F.      |  |
| Check Payment                  |                         | Bill                       | แลกรอบแบบ                 | GERONA         |  |
| Proceed to the                 |                         |                            |                           | Cashier        |  |
| Cashier                        |                         |                            |                           |                |  |

# 6. CHANGE/TRANSFER OF NAME

| Office                                   | Bulan Water Distr              | ict (BWD)                              |                          |  |  |
|--|--------------------------------|--|--------------------------|--|--|
| Classification                           | Simple                         | 101 (2772)                             |                          |  |  |
| Type of                                  | •                              | Concessionaire to Local Water District |                          |  |  |
| Transaction                              |                                |  |                          |  |  |
| Who may be                               |                                |  | ng Water Service C       | onnection in the                       |  |
| avail?                                   | Bulan Water Distr              |  |                          |  |  |
|  | OF REQUIREME                   |  |                          | SECURE?                                |  |
|  | Rights (Owner                  | to End-                                | ♣ BWD CSA                | or PACD                                |  |
| User)                                    |                                |  | I DWD Far                | !!!                                    |  |
| ◆ Orientation     ◆ Proof of Orientation |                                | Owners                                 | ♣ BWD Fac                | ilitator                               |  |
| of Property                              | wnership for New               | Owners                                 |                          |  |  |
| CLIENT STEPS                             | AGENCY                         | FEES                                   | PROCESSING               | PERSON                                 |  |
| 02.2.11                                  | ACTION                         | TO                                     | TIME                     | RESPONSIBLE                            |  |
|  |                                | PAY                                    |                          |  |  |
| Step 1                                   |                                |  |                          |  |  |
| Approach the                             | Verification of                |  |                          | 14457/107/                             |  |
| CSA or PACD                              | Ownership                      | None                                   | 5 Minutes per            | MARY JOY<br>BALDILLO                   |  |
| for Verification                         | Checking of                    |  | Concessionaire           | Frontline                              |  |
| and Filling out                          | Requirements                   |  |                          | Assistant                              |  |
| Waiver of Rights                         |                                |  |                          |  |  |
| Step 2                                   | Conduct                        |  |                          |  |  |
| Attend Orientation/                      | Orientation on Concessionaires | None                                   | 2 Hours                  | NOEL C.<br>DELMONTE                    |  |
| Seminar on New                           | applying for                   |  | Every Friday<br>(1:00PM) | Water/Sewerage                         |  |
| Water Service                            | New Water                      |  | (1.001 111)              | Maintenance                            |  |
| Connection                               | Service                        |  |                          | Man A                                  |  |
|  | Connection                     |  |                          |  |  |
| Step 3                                   |                                | Di                                     | 0.14"                    | CARINA G.                              |  |
| Payment of                               | Issuance of                    | Php                                    | 3 Minutes per            | BACONWA                                |  |
| Change/Transfer                          | Official                       | 100.00                                 | Concessionaire           | Administrative                         |  |
| of Name                                  | Receipts                       |  |                          | Services Aide                          |  |
|  |                                |  |                          |  |  |
|  |                                |  |                          | LORENA F.                              |  |
|  |                                |  |                          | <b>GERONA</b><br>Cashier               |  |
|  | Change of                      | None                                   | 3 Minutes per            | SHIELA MARIE                           |  |
|  | Registered                     |  | Concessionaire           | B. LUZURIAGA                           |  |
|  | Name on                        |  |                          | Utilities/Customer<br>Services Asst. C |  |
|  | Database                       |  | Change of                | Gervices Asst. C                       |  |
|  |                                |  | Registered               |  |  |
|  |                                |  | Name will                |  |  |
|  |                                |  | reflect on the           |  |  |
|  |                                |  | Next Billing             |  |  |

# 7. APPLICATION FOR SENIOR CITIZEN DISCOUNT (New & Renewal)

| Office             | Bulan Water Dist                               | trict (BWD)   |                       |                        |
|--------------------|--|---------------|-----------------------|------------------------|
| Classification     | Simple   |               |                       |                        |
| Type of            | Concessionaire t                               | o Local Wate  | er District           |                        |
| Transaction        |  | o Loodi Wate  | 7. DIGUIOC            |                        |
|                    | Concessionaires                                | that are Veri | fied Senior Citizen w | ith Existing Water     |
| avail?             | Service Connection in the Bulan Water District |               |                       |                        |
|                    | OF REQUIREMENTS WHERE TO SECURE?               |               |                       |                        |
| ♣ Application      |  |               | ♣ BWD CSA             |                        |
|                    | y of Senior Citiz                              | zen ID        |                       |                        |
| •                  | Name is under                                  |               |                       |                        |
| Citizen            |  |               |                       |                        |
| CLIENT             | AGENCY   | FEES TO       | PROCESSING            | PERSON                 |
| STEPS              | ACTION   | PAY           | TIME                  | RESPONSIBLE            |
| Step 1             |  |               |                       |                        |
| Approach the       | Verification of                                |               |                       | MARY JOY               |
| CSA or PACD        | Account  | None          | 5 Minutes per         | BALDILLO               |
| for Verification   | Registered in                                  |               | Concessionaire        | Frontline<br>Assistant |
| and Filling out    | the name of                                    |               |                       | Assistant              |
| Application        | Senior Citizen                                 |               |                       |                        |
| Form for           | 0  |               |                       |                        |
| Senior Citizen     | Checking of                                    |               |                       |                        |
| (New)              | Requirements                                   |               |                       |                        |
|                    |  |               |                       |                        |
| Como oo            |  |               |                       |                        |
| Same as<br>Renewal |  |               |                       |                        |
| every August       |  |               |                       |                        |
| of the Year        |  |               |                       |                        |
| (Annually)         |  |               |                       |                        |
| (Aillidally)       |  |               |                       |                        |
|                    |  |               |                       |                        |
| Step 2             |  |               |                       |                        |
| Verification of    | Verification                                   | None          | 5 Minutes per         | NOEL C.                |
| Requirements       | from the                                       |               | Concessionaires       | DELMONTE               |
|                    | Commercial                                     |               |                       | Water/Sewerage         |
|                    | Division                                       |               |                       | Maintenance            |
|                    | Database                                       | None          | 3 Minutes per         | Man A SHIELA MARIE     |
|                    | Input of                                       | INOLIG        | Concessionaire        | B. LUZURIAGA           |
|                    | Registered                                     |               |                       | Utilities/Customer     |
|                    | Senior Citizen                                 |               |                       | Services Asst. C       |
|                    | with 5%  |               |                       |                        |
|                    | Discount                                       |               |                       |                        |

# COVID19 – RESPONSE FOR NON- FACE-TO-FACE TRANSCATION

# EXTERNAL SERVICES (SOCIAL PARTICIPATION AGAINST COVID19 thru E-GOVERNANCE – S.P.A.CE) PROGRAM

# 1. COLLECTION OF PAYMENT THRU ECPAY (GCASH)

| Office                                | Bulan Water Dis   | strict (BWD) |  |  |
|---------------------------------------|---|--------------|--|--|
| Classification                        | Simple  |              |  |  |
| Type of                               | Concessionaire to Local Water District                    |              |  |  |
| Transaction                           |   |              |  |  |
| Who may be                            |   |              | Nater Service Conr   | nection in the   |
| avail?                                | Bulan Water Di  |              |  |  |
|                                       | ST OF REQUIR  |              |  | D SECURE?  |
|                                       | nt of Account (V  | ,            | ♣ Meter Re   |  |
|                                       | ccount, Online  |              |  |  |
| CLIENT                                | AGENCY  | FEES TO      | PROCESSING   | PERSON   |
| STEPS                                 | ACTION  | PAY          | TIME   | RESPONSIBLE  |
| Step 1 Acquire a Statement of Account | Issuance of Statement of Account  Uploading of Data after | None         | 1 Minute per Account (Every 1st 7 Days of the Month)  30 Minutes per Baranggay | Meter Readers JOSE SAREX G. GEROLIA VENICE A. LAO RORY P. VITERO NOMER G. LASALA DOMINADOR G. GUADAMOR JR  SHARI MARIE FRANCINE G. |
|                                       | Meter Reading   | None         | Baranggay  | BRENCHES<br>HRMO/ GCash In-<br>charge  |
|                                       | Gcash Advisory  – For Active Payments                     | None         | 5 Minutes after upload of Data   | SHARI MARIE<br>FRANCINE G.<br>BRENCHES & PR<br>Team<br>HRMO/ GCash<br>Incharge   |

| Step 2 Payment thru Ecpay  GCash Open Gcash App Go to Water Utilities Look For Bulan (Sorsogon) | Acquire Report<br>of Payment the<br>Next Business<br>Day | SOA based on<br>Bill Payment | Next Business Day after payment made Ex: Payment January 6, 2023 Posting January 7, 2023 | SHARI MARIE<br>FRANCINE G.<br>BRENCHES & PR<br>Team<br>HRMO/ GCash<br>Incharge                            |
|---|--|------------------------------|--|---|
| Water District Input the ff: Account Name Account No: Exact Amount                              | Verification of Account                                  | SOA based on<br>Bill Payment | 2 Minutes per<br>Account   | SHIELA MARIE<br>B. LUZURIAGA<br>Utilities/Customer<br>Services Asst. C                                    |
|   | Issuance of<br>Receipt                                   | SOA based on<br>Bill Payment | 2 Minutes per<br>Account   | ANGELIZA G. PAJE Administration Services Aide  LORENA F. GERONA Cashier                                   |
|   | Delivery of<br>Official Receipt                          | None                         | 1 Minute per<br>Concessionaire<br>(On the next<br>reading period)                        | Meter Readers JOSE SAREX G. GEROLIA VENICE A. LAO RORY P. VITERO NOMER G. LASALA DOMINADOR G. GUADAMOR JR |

# 2. APPLICATION FOR SENIOR CITIZEN DISCOUNT (New & Renewal)

| Nellewal)  | Dulan Matar            | Diatriat /D\ | M/D)             |                            |
|--|------------------------|--------------|------------------|----------------------------|
| Office   | Bulan Water            | DISTRICT (B) | (טעי)            |                            |
| Classification   | Simple                 | حا مه مسا    | I Water District |                            |
| Type of Transaction Who may be avail?                                  |                        |              | e Verified Seni  | or Citizon with            |
| vviio iliay be avail!  |                        |              |                  | he Bulan Water             |
|  | District               |              |                  |                            |
| CHECKLIST OF REC   | UIREMENTS              | 3            |                  | O SECURE?                  |
| ♣ Internet   |                        |              | ♣ BWD            | CSA or PACD                |
| # Email/Celphone Number  |                        |              |                  |                            |
| Scanned Copy Applica   |                        | ID           |                  |                            |
| <ul> <li>Scanned Photocopy of</li> <li>Account Name is unde</li> </ul> |                        |              |                  |                            |
| CLIENT STEPS   | AGENCY                 | FEES         | PROCESSI         | PERSON                     |
| CLIENT STELS   | ACTION                 | TO           | NG TIME          | RESPONSIB                  |
|  | 7.011011               | PAY          | 110 11112        | LE                         |
| Step 1   |                        |              |                  |                            |
| Email the Commercial Division  | Verification           |              |                  |                            |
| with Subject: Application for  | if there is            | None         | 5 Minutes        | MARY JOY                   |
| SC Discoun_Full Name Address   | an Existing Account in |              | per              | BALDILLO<br>Frontline      |
| Name_Address   | the Office             |              | Concessio        | Assistant                  |
| Thru:  |                        |              | naire            |                            |
| commercialdivisionbwd@gmail  |                        |              | 5 Minutes        | CHADIMADIE                 |
| <u>.com</u>  | Email or               |              | per              | SHARI MARIE<br>FRANCINE G. |
| Or Message the Facebook  | Message<br>via         |              | Concessio        | BRENCHES                   |
| Account  | Messenger              |              | naires           | HRMO                       |
| With this format   | will be sent           |              |                  |                            |
|  | for the                |              |                  |                            |
| Name:<br>Address:  | Google                 |              |                  |                            |
| Celphone Number:   | Form to fill out the   |              |                  |                            |
| Email:   | Needed                 |              |                  |                            |
| Purpose: Application for   | information            |              |                  |                            |
| Registration for Senior Citizen  |                        |              |                  |                            |
| Discount (New) or (Renewal)  | SMS will               |              |                  |                            |
| You can also send an SMS via   | also<br>confirm to     |              |                  |                            |
| 0909-428-9255 same as the  | inform the             |              |                  |                            |
| format on the Facebook   | Concessio              |              |                  |                            |
|  | naire that             |              |                  |                            |
|  | the google             |              |                  |                            |
|  | form is now ready      |              |                  |                            |
|  | via email              |              |                  |                            |
|  |                        |              |                  |                            |

| Step 2   |  |      |   |   |
|--|--|------|---|---|
| Send the following<br>Requirements thru the<br>google form   | Consolida<br>tion of<br>Requirem<br>ents via<br>Online   | None | 5 Minutes<br>per<br>Concessio<br>naires | SHARI MARIE<br>FRANCINE G.<br>BRENCHES<br>HRMO                            |
| Scanned Copy of originally signed Application Form (Application Form is also sent via email or google form) Scanned Copy of Senior | Submit the Document  |      |   |   |
| Citizen ID Photo/Selfie of Senior Citizen holding his/her ID   | s to<br>Commerci<br>al Division  |      |   |   |
|  | Verificatio<br>n from the<br>Commerci<br>al Division   |      | 5 Minutes<br>per<br>Concessio<br>naires | NOEL C. DELMONTE Water/ Sewerage Maintenance Man A                        |
|  | Database<br>Input of<br>Registere<br>d Senior<br>Citizen<br>with 5%<br>Discount                  | None | 3 Minutes<br>per<br>Concessio<br>naire  | SHIELA<br>MARIE B.<br>LUZURIAGA<br>Utilities/Customer<br>Services Asst. C |
|  | SMS will<br>be sent to<br>confirm<br>the<br>Registrati<br>on to<br>Senior<br>Citizen<br>Discount | None | 3 Minutes<br>per<br>Concessio<br>naire  | JANE KAYE G.<br>GUETA<br>Clerk Processor B                                |

### **INTERNAL SERVICES**

### I. HUMAN RESOURCES MANAGEMENT SECTION

- **A. Issuance of Certificate of Employment**
- **B.** Issuance of Service Records
- **C.** Issuance of Identification Card

| Office   | Bulan Water Dist   | trict (BWD)   |                 |  |  |
|--|--|---|-----------------|--|--|
| Classification   | Simple   |   |                 |  |  |
| Type of  | •  | ter District to Gov                                       | ernment Employe | e  |  |
| Transaction  |  |   | , ,             |  |  |
| Who may be   | BWD Employees  | BWD Employees whether Permanent, Job Order or Contract of |                 |  |  |
| avail?   | Services   |   |                 |  |  |
|  | IST OF REQUIRE   |   |                 | SECURE?  |  |
|  | Request (HR Forn   | n)  | ♣ HRMO St       |  |  |
| CLIENT   | AGENCY   | FEES TO   | PROCESSING      | PERSON   |  |
| STEPS  | ACTION   | PAY   | TIME            | RESPONSIBLE  |  |
| Step 1 Fill out the form for the Request of the following: Certificate of Employment Service Records Identification Card | Step 1<br>Issuance of<br>Request form<br>to the BWD<br>Employee                                    | None  | 3 Minutes       | MARIE IRENE<br>B. HIZO<br>Asst. Clerk<br>Processor B |  |
| Card   | Step 2   |   |                 |  |  |
|  | Copy of Contract of Employment Asst. Clerk Processor B will Encode all information for the request | None  | 5 Minutes       | MARIE IRENE<br>B. HIZO<br>Asst. Clerk<br>Processor B |  |
|  | the request  | None  | 10 Minutes      |  |  |
|  | Service Records Asst. Clerk Processor B shall pull out records and print it out                    | None  | 15 Minutes      |  |  |

|  | Identification Card Encode necessary information needed for the ID |        |            |  |
|--|--|--------|------------|--|
| Step 2<br>Submission to<br>Signatories | Step 3 Certificate of Employment Validation and Signing of HRMO    | NONE   | 3 Minutes  |  |
|  | Service Records Validation and Signing of HRMO                     | NONE   | 5 Minutes  | SHARI MARIE<br>FRANCINE G.<br>BRENCHES<br>HRMO |
|  | Identification<br>Card<br>Validation of<br>HRMO                    | NONE   | 5 Minutes  |  |
| Step 3 Issuance and Payment            | Step 4 Certificate of Employment Issuance of Signed Document       | NONE   | 2 minutes  | MARIE IRENE                                    |
|  | Service<br>Records<br>Issuance of<br>Signed<br>Document            | NONE   | 2 minutes  | B. HIZO<br>Asst. Clerk<br>Processor B          |
|  | Identification<br>Card<br>Submission for<br>printing               | 150.00 | 10 Minutes |  |

## **D. Issuance of Contract of Job Orders**

# E. Issuance of Forms for BIR Registration

# F. Issuance of Forms for Renewal of BIR Registration

| 1 . 155uaii             | Ce of Forms               | o ioi izeliew                       | al of bilt it      | -gisti ation |  |
|-------------------------|---------------------------|-------------------------------------|--------------------|--------------|--|
| Office                  | Bulan Water Dis           | trict (BWD)                         |                    |              |  |
| Classification          | Simple                    |                                     |                    |              |  |
| Type of                 | L2G – Local Wat           | ter District to Gov                 | ernment Employe    | e            |  |
| Transaction             | 514/5 5                   |                                     |                    | •            |  |
| Who may be              | BWD Employees             | s under Job Orde                    | rs and Contract of | Services     |  |
| avail?                  | <br> ST ∩E DE∩LIIDE       | ST OF REQUIREMENTS WHERE TO SECURE? |                    |              |  |
|                         | Request (HR Forn          |                                     |                    |              |  |
| CLIENT                  | AGENCY                    | FEES TO                             | PROCESSING         | PERSON       |  |
| STEPS                   | ACTION                    | PAY                                 | TIME               | RESPONSIBLE  |  |
| Step 1                  | Step 1                    |                                     |                    |              |  |
| Fill out the form       | Issuance of               |                                     |                    |              |  |
| for the Request         | Request form              | None                                | 3 Minutes          | MARIE IRENE  |  |
| of the following:       | to the BWD                |                                     |                    | B. HIZO      |  |
|                         | Employee                  |                                     |                    | Asst. Clerk  |  |
| Issuance of             |                           |                                     |                    | Processor B  |  |
| Copy of Contract of Job |                           |                                     |                    |              |  |
| Orders                  |                           |                                     |                    |              |  |
| Olders                  |                           |                                     |                    |              |  |
| Forms for BIR           |                           |                                     |                    |              |  |
| Registration            |                           |                                     |                    |              |  |
|                         |                           |                                     |                    |              |  |
| Renewal of BIR          |                           |                                     |                    |              |  |
| Registration            | 0.                        |                                     |                    |              |  |
|                         | Step 2                    |                                     |                    |              |  |
|                         | Copy of                   | None                                | 5 Minutes          | MARIE IRENE  |  |
|                         | Contract of Job           | None                                | 3 Milliules        | B. HIZO      |  |
|                         | Orders                    |                                     |                    | Asst. Clerk  |  |
|                         | Acquire records from File |                                     |                    | Processor B  |  |
|                         |                           |                                     |                    |              |  |
|                         | BIR Forms for             |                                     |                    |              |  |
|                         | Registration              |                                     |                    |              |  |
|                         | Verify the                | None                                | 5 Minutes          |              |  |
|                         | Contract Agreement of JO  |                                     |                    |              |  |
|                         | / Miconient of JO         |                                     |                    |              |  |
|                         | Renewal of BIR            | None                                | 5 Minutes          |              |  |
|                         | Registration              | INULE                               | 5 Millares         |              |  |
|                         | Verify the JO Contract    |                                     |                    |              |  |
|                         | Agreement and             |                                     |                    |              |  |
|                         | previous                  |                                     |                    |              |  |
|                         | registration              |                                     |                    |              |  |
|                         |                           |                                     |                    |              |  |

| Step 2 Printing and Release of Documents | Step 3 Copy of Contract of Job Orders Approval of Release  | NONE | 3 Minutes  | SHARI MARIE<br>FRANCINE G.<br>BRENCHES<br>HRMO       |
|--|--|------|------------|--|
|  | BIR Forms for Registration Printing of the following: -1901 Form - Form A Affidavit - 0605 Form - Copy of Contract | NONE | 10 Minutes | MARIE IRENE<br>B. HIZO<br>Asst. Clerk<br>Processor B |
|  | Renewal of BIR Registration Printing of the following -1901 Copy from Registration - 0605 Form - Copy of Contract  | NONE | 10 Minutes | MARIE IRENE<br>B. HIZO<br>Asst. Clerk<br>Processor B |

# G.Issuance of Certificate of Compensatory Over Time Credit (COC)

# H. Issuance of Form 06 - Application for Leave

| Office                     | Bulan Water Dis         |   | ation to Le  |                        |  |
|----------------------------|-------------------------|---|--------------|------------------------|--|
| Classification             | Simple                  | thet (BVVD)                                       |              |                        |  |
| Type of                    |                         | L2G – Local Water District to Government Employee |              |                        |  |
| Transaction                | 220 2000                | 220 2000 Water Blother to Government Employee     |              |                        |  |
| Who may be                 | BWD Permanent Employees |   |              |                        |  |
| avail?                     |                         |   |              |                        |  |
|                            | ST OF REQUIRE           | MENTS   | WHERE TO     | SECURE?                |  |
| <b>♣</b> DTR               | ·                       |   | ♣ HRMO St    |                        |  |
| CLIENT STEPS               | AGENCY                  | FEES TO   | PROCESSING   | PERSON                 |  |
|                            | ACTION                  | PAY   | TIME         | RESPONSIBLE            |  |
| Step 1 - G                 | Step 1                  |   |              |                        |  |
| Fill out your              | Review the              |   |              |                        |  |
| complete DTR               | DTR for                 | None  | 10 Minutes   | MARIE IRENE            |  |
| for the Request            | Overtimes               |   |              | B. HIZO                |  |
| of the Issuance            |                         |   |              | Asst. Clerk            |  |
| of Certificate of          |                         |   |              | Processor B            |  |
| Compensatory               |                         |   |              |                        |  |
| Overtime Credit            |                         |   |              |                        |  |
| (COC) by the               |                         |   |              |                        |  |
| End of the                 |                         |   |              |                        |  |
| Month                      |                         |   |              |                        |  |
|                            |                         |   |              |                        |  |
| Ston 4 LI                  | Stop 1                  |   |              |                        |  |
| Step 1 - H                 | Step 1 Print the        | None  | O Minutos    | MADIE IDENIE           |  |
| Request the HRMO Staff for |                         | None  | 3 Minutes    | MARIE IRENE<br>B. HIZO |  |
|                            | Application Form as     |   |              | Asst. Clerk            |  |
| Issuance of Form for       | Form as requested by    |   |              | Processor B            |  |
| Application for            | the Employee            |   |              | FIOCESSOI B            |  |
| Leave                      | The Employee            |   |              |                        |  |
| Step 2 – G                 | Step 2                  |   |              |                        |  |
| Submission of              | -                       |   |              |                        |  |
| Proof of                   | and Validation          | None  | 10 Minutes   | SHARI MARIE            |  |
| overtime like              | of HRMO                 | INOTIC  | 10 Militates | FRANCINE G.            |  |
| Accomplishment             | OI I II (IVIO           |   |              | BRENCHES               |  |
| Reports and                |                         |   |              | HRMO                   |  |
| Office Orders              |                         |   |              |                        |  |
| 355 514616                 |                         |   |              |                        |  |
| Step 2 – H                 | Step 2                  |   |              |                        |  |
| Filling out of             | Review and              | None  | 5 Minutes    | SHARI MARIE            |  |
| Application for            | submission to           | -   |              | FRANCINE G.            |  |
| Leave                      | the HRMO for            |   |              | BRENCHES               |  |
| (5 Days before             | approval                |   |              | HRMO                   |  |
| (o Dayo bololo             |                         |   |              |                        |  |
| Leave for                  | ' '                     |   |              |                        |  |

| Step 3 - G Printing and Issuance of Certificate | Step 3 Issuance of Certificate of COC with Signature          | NONE | 5 Minutes                                  | SHARI MARIE<br>FRANCINE G.<br>BRENCHES<br>HRMO |
|---|---|------|--|--|
| Step 3 – H Submission of Application for Leave  | Step 3 Review and Approval of the HRMO and the Head of Office | NONE | At least One<br>(1) Working<br>Day<br>8hrs | SHARI MARIE<br>FRANCINE G.<br>BRENCHES<br>HRMO |

# II. BILLING & COLLECTION SECTION A.REQUEST TO UTILIZE TABLET & PRINTER FOR READING

| Office   | Bulan Water Dist   | trict (BWD)       |                 |  |  |  |  |  |
|--|--|-------------------|-----------------|--|--|--|--|--|
| Classification   | Simple   | Simple            |                 |  |  |  |  |  |
| Type of  | L2G - Local Wat  | er District to Go | vernment Employ | ree  |  |  |  |  |
| Transaction  |  |                   |                 |  |  |  |  |  |
| Who may be   | BWD Designated   | d Meter Readers   | S               |  |  |  |  |  |
| avail?   | CT OF DECLUDE  | MENTO             | WHEDET          | O SECURES  |  |  |  |  |
|  | ST OF REQUIRE  |                   |                 | O SECURE?  |  |  |  |  |
|  | Forms with Sched   |                   |                 | Collection Section   |  |  |  |  |
| CLIENT   | AGENCY   | FEES TO           | PROCESSING      | PERSON   |  |  |  |  |
| STEPS  | ACTION   | PAY               | TIME            | RESPONSIBLE  |  |  |  |  |
| Step 1 Fill out the form for the Request the Release of Tablet for Reading | Request form<br>to the BWD<br>Employee   | None              | 3 Minutes       | ANGELIZA G. PAJE Administrative Services Aide                          |  |  |  |  |
| Step 2  Release and Utilization of Tablet and Printer (w/ Thermal Paper)   | Issuance of Tablet & Printer with Thermal Paper (with corresponding Schedule of Meter Reading) | None              | 5 Minutes       | SHIELA MARIE<br>B. LUZURIAGA<br>Utilities/Customer<br>Services Asst. C |  |  |  |  |

#### III. PROPERTY SUPPLY SECTION

Request Supplies &
Materials, Prepare
Purchase Request then
submit to Accounting



#### **Approving Officer**

Approve Purchase Request then return to Storekeeper.

#### **STOREKEEPER**

- Prepare Purchase Order, Quotation & Abstract of Canvass.
- Submit PO to Accounting Unit for Funding.

Prepare & Submit Report of Supplies & Materials Issued(RSMI) to Accounting Unit,



#### **STOREKEEPER**

- Release Supplies & Materials Requisitioned.
- Prepare PAR for Signature of Accountable Officer.



#### **Approving Officer**

Approve Requisition and Issue Slip.

#### **Accounting Unit**

- Check Completeness of Documents.
- Verify & Certify funds Availability.



#### **STOREKEEPER**

- Prepare Receiving Report,
   Inspection & Acceptance Report.
- Receive purchased materials then enter to Stock Card.
- Prepare RIS.

# **A. PURCHASING AND INVETORY PROCESS**

| Office                              | Bulan Water Distri   | ict (BWD)   |   |   |  |  |  |  |  |
|-------------------------------------|--|---|---|---|--|--|--|--|--|
| Classification                      | Simple   |   |   |   |  |  |  |  |  |
| Type of                             | L2G – Local Wate   | L2G – Local Water District to Government Employee |   |   |  |  |  |  |  |
| Transaction Who may be              | BWD Employees  | (Permanent)                                       |   |   |  |  |  |  |  |
| avail?                              | <br>LIST OF REQUIRE  | MENTS   | WHEDE TO  | ) SECURE?   |  |  |  |  |  |
| 4                                   | LIST OF INEQUINE   | IVILIVIO  | ₩ VVIILIKE IC   | ) SLCOKL!   |  |  |  |  |  |
| CLIENT STEPS                        | AGENCY<br>ACTION   | FEES TO PAY                                       | PROCESSING<br>TIME  | PERSON<br>RESPONSIBLE                             |  |  |  |  |  |
| Step 1 Request Supplies & Materials | Step 1 Prepare Purchase Request  | None  | 3 Minutes   | GEMMA H. CALUPIT Property/Supply Assistant B      |  |  |  |  |  |
|                                     | Step 2  Submit to Accounting Section   | None  | 5 Minutes   | GEMMA H. CALUPIT Property/Supply Assistant B      |  |  |  |  |  |
|                                     | Step 3 Verification of Finance for the Availability of Budget                | None  | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | MARY JOYCE B. PENOS Senior Corporate Accountant B |  |  |  |  |  |
|                                     | Step 4 Approve Purchase Request then return to the Property/Supply Assistant | None  | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | MARY JOYCE B. PENOS Senior Corporate Accountant B |  |  |  |  |  |
|                                     | Step 5 Prepare Purchase Order, Quotation & Abstract of Canvass               | None  | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | GEMMA H. CALUPIT Property/Supply Assistant B      |  |  |  |  |  |
|                                     | Step 6 Submit Purchase Order to Accounting Section for Funding               | None  | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | MARY JOYCE B. PENOS Senior Corporate Accountant B |  |  |  |  |  |

| Step 7 Verify Completeness of Documents  Certification of Availability of Funds                      | None | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | MARY JOYCE B. PENOS Senior Corporate Accountant B     |
|--|------|---|---|
| Step 8 Prepare Receiving Report, Inspection and Acceptance Report                                    | None | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | GEMMA H. CALUPIT Property/Supply Assistant B          |
| Step 9 Receive Purchased Materials then Enter Stock Card   | None | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | GEMMA H. CALUPIT Property/Supply Assistant B          |
| Step 10<br>Prepare RIS   | None | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | GEMMA H. CALUPIT Property/Supply Assistant B          |
| Step 11 Approve Requisition and Issuance Slip  | None | 15 Minutes to 1 Hour depends on the Purchase Request          | GEMMA H. CALUPIT Property/Supply Assistant B          |
| Step 12 Release Supplies & Materials Requisitioned  Prepare PAR for Signature of Accountable Officer | None | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | GEMMA H. CALUPIT Property/Supply Assistant B          |
| Step 13 Prepare & Submit Report of Supplies & Materials Issued (RSMI) to Accounting Section          | None | 15 Minutes to 1<br>Hour depends<br>on the Purchase<br>Request | GEMMA H.<br>CALUPIT<br>Property/Supply<br>Assistant B |

# IV. ADMIN/FINANCE SECTION DISBURSEMENT PROCESS

Gather supporting documents, prepare DV & BUS then Submit to Accounting Section



#### **Accounting Section**

- Check completeness of documents
- Verify & Certify funds Availability



#### Head of Agency

Approve Transaction & Forward Disbursement Voucher to Cashier



#### Cashier

Prepare and Sign Check with Disbursement Voucher to Countersign Officers



Prepare and record JEV in the Check Disbursement Journal and File

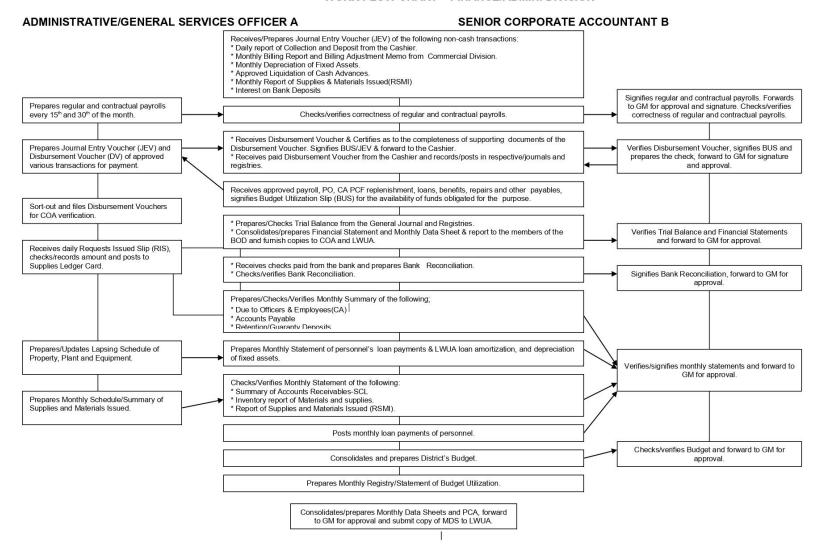


- Release check to claimant
- Update CheckDisbursementRecords
- Certify CDR & forward it with the DV's and Supporting Documents to Accounting Division

**Approving Officer**Countersign Check and

Return to Cashier

#### WORK FLOW CHART - FINANCE/ADMIN. DIVISION



# FEEDBACK AND COMPLAINT MECHANISM

| FEEDBACK AND COI             | MPLAINT MECHANISM  |  |  |  |  |
|------------------------------|--|--|--|--|--|
| How to send a Feedback?      | Answer the client feedback form and drop it at the suggestion box in front of the Teller or simply submit it to the Public Assistance and Complaint Desk (PACD)  |  |  |  |  |
|                              | Contact Info: (056) 555-2605<br>Email: <u>bulanwaterdistrict@gmail.com</u>   |  |  |  |  |
| How feedbacks are processed? | Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted  |  |  |  |  |
|                              | Feedback requiring answers are forwarded to the relevant Sections and they are required to answer three (3) days of the receipt of the feedback  |  |  |  |  |
|                              | The answer of the office is then relayed to the concessionaire   |  |  |  |  |
|                              | For inquiries and follow-ups, Concessionaires may contact the following Tel No: (056) 555-2605 FB Message @BulanWater District Email: bulanwaterdistrict@gmail.com   |  |  |  |  |
| How to file a complaint?     | Answer the client Complaint Form and drop it at the Suggestion Box in front of the Teller near the PACD Complaints can also be filed via Telephone, SMS (Text Message), FB Message or Email Make sure to provide the following Information:  > Name of Person being complained > Incident > Evidence |  |  |  |  |
|                              | For inquiries and follow-ups, Concessionaires may contact the following Tel No: (056) 555-2605 Celphone No: 09212176855 FB Message @BulanWater District Email: bulanwaterdistrict@gmail.com  |  |  |  |  |

| How complaints are processed?       | The Complaints Officer opens the Complaints/Suggestion Drop Box on a daily basis and evaluates each complaint. For Emails, the Communications Officer shall then print all Complaints receipt. |
|-------------------------------------|--|
|                                     | Upon Evaluation, the Complaint 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, Concessionaires may contact the following Tel No: (056) 555-2605 Celphone No: 09212176855 FB Message @BulanWater District Email: bulanwaterdistrict@gmail.com    |
| Contact Information of PACD and BWD | Tel No: (056) 555-2605<br>Celphone No: 09212176855   |
|                                     | Email: <u>bulanwaterdistrict@gmail.com</u> FB Message: @BulanWater District  |

### **OFFICE ADDRESS**

Bulan Water District Administration Office is located at
De Vera St., Zone-4, Bulan, Sorsogon
Office Hours from 8:00 AM to 5:00 PM
Monday to Friday

#### **ANNEX A**

# FEEDBACK FORM (2023) - ENGLISH



# BULAN WATER DISTRICT

| AV 9.1             | 91       |                      | ra St., Zone<br>bulanwate |   |  |        |             |              |         |
|--------------------|----------|----------------------|---------------------------|---|--|--------|-------------|--------------|---------|
|                    |          |                      | P US SER                  |   |  |        | 11          |              |         |
| The Clien          | t Satis  | faction Mea          |                           |   |  |        | stomer      | experience   | of      |
| government o       |          |                      |                           |   |  |        |             |              |         |
| office provid      |          |                      |                           |   |  |        |             |              |         |
|                    |          | you always           |                           |   |  |        |             |              |         |
| Client Type:       | _        | Citize               | en                        | Busine                                  | ess_   |        | Gover       | nment        |         |
| Date:              |          | Sex                  | : _ M                     | ale                                     | Fem  | nale   | Age:_       |              |         |
| Residence:         |          |                      |                           |   |  |        |             |              |         |
| Service Avai       | led:     |                      | 3                         |   |  |        |             |              |         |
| INSTRUCTION        |          |                      | ark (✓) v                 | our answ                                | ert  | o the  | Citize      | n's Charte   | er (CC) |
| questions. 1       |          |                      |                           |   |  |        |             |              |         |
| government         |          |                      |                           |   |  |        |             |              |         |
| times amon         |          |                      | meloding                  | ics requ                                |  | iciic  | 3, 1003     | una proc     | cooming |
| Cirries arriori    | y Othic  |                      | ng and Bu                 | dantina C                               | octi   | -n     |             |              |         |
|                    |          |                      | cial Section              |   |  |        | I           | aka Hakia sa | D-      |
|                    |          |                      | sconnectio                |   | line   | Serv   | ices, in    | stallation,  | , Re-   |
|                    |          |                      | Collection                |   |  |        |             |              |         |
|                    |          |                      |                           | (Billing 3                              | ervic  | .es)   |             |              |         |
|                    |          | General S            |                           | 200000000000000000000000000000000000000 |  |        |             |              |         |
|                    |          |                      | /Supply &                 |   |  |        |             |              |         |
|                    |          | Human R              | Resources l               | Managem                                 | ent  | Secti  | on          |              |         |
|                    |          | Engineer             | ing & Cons                | struction (                             | Maj  | or Re  | pairs)      |              |         |
|                    |          | Repair &             | Maintena                  | nce (Daily                              | Ser  | vice F | Request)    |              |         |
|                    |          | Water Q              | uality (Tre               | atment &                                | Che  | mical  | s)          |              |         |
|                    |          | Water Sc             | ources (Wa                | tershed N                               | lat.)  |        |             |              |         |
|                    |          |                      | the Gener                 |   | _  |        |             |              |         |
| CC1 W              | /hich    | of the follo         |                           |   |  |        | ranace c    | facc2        |         |
| CC1 V              | 1        |                      | hat a CC is               |   |  |        |             | a cc.        |         |
|                    | 2        |                      | hat a CC is               |   |  |        |             | scc          |         |
|                    | 3        |                      | of the CC o               |   |  |        |             |              |         |
|                    | 4        |                      | know wha                  |   |  |        |             |              | office  |
|                    | 7        |                      | NA on CC2                 |   |  |        |             |              |         |
| CC <sub>2</sub> If | awar     | e of CC (an          |                           |   | wor  | ıld yo | ou say th   | at the CC    | in this |
| office was?        |          |                      |                           |   |  | •      |             |              |         |
| 1                  | Easy     | y to see             |                           |   | 4  | No     | t visible a | at all       |         |
| 2                  | Son      | newhat easy          | to see                    |   | 5  | N/A    | 1           |              |         |
| 3                  | Diff     | icult to see         |                           |   | - 4  |        |             |              |         |
| CC2=3 If           | awar     | e of CC (an          | swered 1-                 | 3 in CC1),                              | hov  | / mu   | h did th    | e CC help    | you in  |
| your transact      | ion?     | - Not - DATA DE SANS |                           |   |  |        |             |              |         |
| 1                  | Help     | oed very mu          | ich                       |   | 4  | Did    | not help    | )            |         |
| 2                  | Son      | newhat help          | ed                        |   | 5  | N/A    | 1           |              |         |
| Instructions:      | Ple      | ase put a            | a check                   | mark (v                                 | 1)   | on t   | he coli     | umn tha      | t best  |
| corresponds        | toyo     | ou answer.           |                           |   |  |        |             |              |         |
|                    |          |                      | Strongly                  | Disagree                                | Ne   | ither  | Agree       | Strongly     | N/A     |
| SQDo I am s        | atio C a | al vertale also      | Disagree                  |   |  |        |             | Agree        |         |
| service that I     |          |                      |                           |   | 1  |        |             |              |         |
| SQD1 I am          |          |                      |                           |   | <del>                                     </del> |        |             |              |         |
| amount of          |          |                      |                           |   | l  |        |             |              |         |
| transaction        | 00402000 | 40 4000 H294501      |                           |   |  |        |             |              |         |
| SQD2 The of        |          |                      |                           |   |  |        |             |              |         |
| transaction's      |          |                      | l                         |   | l  |        |             |              |         |
| and steps          |          |                      |                           |   | 1  |        |             |              |         |
| sQD3 the           |          |                      |                           |   | $\vdash$   |        | _           |              |         |
| payment) I r       |          |                      |                           |   | 1  |        |             |              |         |
|                    |          | o open and           | ı                         | I                                       | 1  |        | 1           | I            | l       |

|  | Disagree |  | Agree |  |
|--|----------|--|-------|--|
| SQDo I am satisfied with the<br>service that I availed   |          |  |       |  |
| <b>SQD1</b> I am spent reasonable amount of time for my transaction  |          |  |       |  |
| SQD2 The office followed the<br>transaction's requirements<br>and steps based on the<br>information provided                 |          |  |       |  |
| SQD3 the steps (including<br>payment) I needed to do for<br>my transaction were easy and<br>simple                           |          |  |       |  |
| SQD4 I easily found information about my transaction from the office or its website  |          |  |       |  |
| SQD5 I paid a reasonable<br>amount of fees for my<br>transaction   |          |  |       |  |
| SQD6 I feel the office was fair<br>to everyone or "walang<br>palakasan" during my<br>transaction                             |          |  |       |  |
| SQD7 I was treated with<br>courteously by the staff and (if<br>asked for help) the staff was<br>helpful                      |          |  |       |  |
| SQD8 I got what I needed<br>from the government office,<br>or (if denied) denial of request<br>sufficiently explained to me. |          |  |       |  |

| -             | <br>    | -        |   |  |  |
|---------------|---------|----------|---|--|--|
| Suggestions _ |         |          |   |  |  |
| CP No:        | Email ( | Optional | ) |  |  |
|               | THANK   | YOU!     |   |  |  |



### BULAN WATER DISTRICT

BULAN WATER IDSTRICT

De Vera St., Zone-4, Bulan, Sorsogon
Email: bulanwaterdistrict@omail.com

HELP US SERVE YOU BETTER!

The Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal Information shared will be kept confidential and you always have the option to not answer this form.

| Client Type:     | Citizen | Business |        | _ Governmen |  |
|------------------|---------|----------|--------|-------------|--|
| Date:            | Sex:    | _Male _  | Female | Age:        |  |
| Residence:       |         |          |        |             |  |
| Service Availed: | XI:     |          |        |             |  |

INSTRUCTIONS: Check mark (\*) your answer to the Citizen's Charter (CC) questions. The CC is an official document that reflects the services of a government agency/office including its requirements, fees and processing

|     |         | Accounting and Budgeting Section  |
|-----|---------|---|
|     |         | Commercial Section (Frontline Services, Installation, Reopen, Disconnection))               |
|     |         | Billing & Collection (Billing Services)   |
|     |         | General Services  |
|     |         | Property/Supply & Inventory   |
|     |         | Human Resources Management Section  |
|     |         | Engineering & Construction (Major Repairs)  |
|     |         | Repair & Maintenance (Daily Service Request)  |
|     |         | Water Quality (Treatment & Chemicals)   |
|     |         | Water Sources (Watershed Mgt.)  |
|     |         | Office of the General Manager & BOD   |
| CC1 | Which o | of the following best describes your awareness of a CC?                                     |
|     | 1       | I know what a CC is and I saw this office's CC  |
|     | 2       | I know what a CC is but I did NOT see this office's CC                                      |
|     | 3       | I learned of the CC only when I saw this office's CC  |
|     | 4       | I do not know what CC is and I did not see one in this office<br>(Answer NA on CC2 and CC3) |

1 Easy to see 4 Not visible at all 2 Somewhat easy to see 5 N/A
3 Difficult to see 5 N/A
3 Difficult to see 1 Somewhat easy to see 5 N/A

transaction?

transaction?

1 Helped very much 4 Did not help
2 Somewhat helped 5 N/A

Instructions: Please put a check mark (✓) on the column that best corresponds to you answer.

|  | Strongly<br>Disagree | Disagree | Neither | Agree | Strongly<br>Agree | N/A |
|--|----------------------|----------|---------|-------|-------------------|-----|
| SQDo I am satisfied with the<br>service that I availed   |                      |          |         |       |                   |     |
| <b>SQD1</b> I am spent reasonable amount of time for my transaction  |                      |          |         |       |                   |     |
| SQD2 The office followed the<br>transaction's requirements<br>and steps based on the<br>information provided                 |                      |          |         |       |                   |     |
| SQD3 the steps (including<br>payment) I needed to do for<br>my transaction were easy and<br>simple                           |                      |          |         |       |                   |     |
| SQD4 I easily found<br>information about my<br>transaction from the office or<br>its website                                 |                      |          |         |       |                   |     |
| SQD5 I paid a reasonable<br>amount of fees for my<br>transaction   |                      |          |         |       |                   |     |
| SQD6 I feel the office was fair<br>to everyone or "walang<br>palakasan" during my<br>transaction                             |                      |          |         |       |                   |     |
| SQD7 I was treated with<br>courteously by the staff and (if<br>asked for help) the staff was<br>helpful                      |                      |          |         |       |                   |     |
| SQD8 I got what I needed<br>from the government office,<br>or (if denied) denial of request<br>sufficiently explained to me. |                      |          |         |       |                   |     |

| Suggestions |                  |  |  |
|-------------|------------------|--|--|
| CP No:      | Email (Optional) |  |  |
|             | THANK YOU!       |  |  |

#### ANNEX B

### FEEDBACK FORM (2023) - TAGALOG



# **BULAN WATER DISTRICT**

De Vera St., Zone-4, Bulan, Sorsogon Email: bulanwaterdistrict@gmail.com HELP US SERVE YOU BETTER! Ang iyong feedback sa natapos na transaksyon ay makakatulong sa opisinang ito na makapagbigay ng mas mahusay na serbisyo. Ang Personal na Impormasyong ibinahagi ay pananatiling kumpidensyal at ikaw ay may opsyon na hindi sagutin ang form na ito. Client Type: \_\_\_\_\_ Citizen \_\_\_\_\_ Business \_\_\_\_ Government Sex: \_\_\_\_Male \_\_\_ Female Age: Residence: Service Availed: PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga tanong sa Citizen's Charter (CC). Ang CC ay isang opisyal na dokumento na sumasalamin sa mga serbisyo ahensyang ito kasama ang mga kinakailangan, bayad at oras ng pagproseso nito at iba pa Accounting and Budgeting Section Commercial Section (Frontline Services, Installation, Reopen, Disconnection)) Billing & Collection (Billing Services) General Services Property/Supply & Inventory **Human Resources Management Section** Engineering & Construction (Major Repairs) Repair & Maintenance (Daily Service Request) Water Quality (Treatment & Chemicals) Water Sources (Watershed Mgt.) Office of the General Manager & BOD Alin sa mga sumusunod ang naglalarawan sa kaalaman mo sa CC? CC1 Alam ko ang CC at Nakita ko ito sa kanilang opisina 2 Alam ko ang CC ngunit hindi ko ito Nakita sa kanilang opisina Nalaman ko ang tungkol sa CC ng pumunta ako sa opisina nila Wala akong alam sa CC at wala akong nakitang CC sa opisina nila (Sagutan ng N/A ang CC2 at CC3 pag ito ang inyong sagot)

Kung ang sagot sa CC1 ay 1-3, Nakikita ba ng maayos ang CC sa opisina CC2 4 Hindi Makita saan man 5 N/A 2 Nakikita Naman 3 Mahirap Makita Kung ang sagot sa CC1 ay 1-3 Nakatulong ba ang CC sa transaksyon? Nakatulong ng Lubusan
 Nakatulong naman 4 Hindi nakatulong 5 N/A Panuto: Lagyan ng tsek ( \* ) ang hanay na pinakaangkop sa iyong sagot.

| Lubos na | Hind | Hind | Sumasang | Sumasang | Sumasang | Sumasang | Sumasang | Mind | Mind | Sumasang | Mind SQDo Masaya ako sa na-avail kong serbisyo SQD1 Sapat ang oras na ginugol sa transaksyon SQD2 Sinunod ng Opisina ang Pagkakasunod sunod ng Transaksyon

SQD3 Ang mga
panuto sa
transaksyon ay simple transaksyon ay simple at Madali para sa akin SQD4, Nakita ko kaagad ang impormasyon tungkol sa aking transaksyon sa opisina at sa kanilang website SQD5 Nagbayad ako ng makatwirang service fees sa aking transaction transaction SQD6 Patas ang opisina sa mga transaksyon o "walang palakasan"

SQD7 Matulungin at magiliw ang mga opisyal sa pagtulong sa akin SQD8 Nakuha ko ng maayos ang aking nais at kung hindi man ako napagbigyan ito ay napaliwanag ay mabuti



Suggestion: \_

CP No:

#### **BULAN WATER DISTRICT**

De Vera St., Zone-4, Bulan, Sorsogon Email: bulanwaterdistrict@gmail.com

| Ang iyong fe                                      |                         | k sa natapos   | na transak                                       |                              | akatulong s  |                       |          |
|---|-------------------------|--|--|------------------------------|--|-----------------------|----------|
| makapagbiga                                       |                         |  |  |                              |  |                       |          |
| ay pananatili                                     |                         |  |  |                              |  |                       | na ite   |
| Client Type:<br>Date:                             |                         | Citizer  | 1  | _business _                  | Gove   | ernment               |          |
|   |                         | Sex:   | IVIAI  | e ren                        | iale Age:_   |                       |          |
| Residence: _                                      | L. J.                   |  |  |                              |  |                       |          |
| Service Avai                                      |                         |  | <i>^</i> ·                                       |                              | and the second s |                       |          |
| PANUTO: L   |                         |  |  |                              |  |                       |          |
| Charter (CC)                                      |                         |  |  |                              |  |                       |          |
| serbisyo ahe                                      |                         |  | ima ang i  | mga kinak                    | ailangan, b  | payad at o            | ras      |
| pagproseso  | gproseso nito at iba pa |  |  |                              |  |                       |          |
|   |                         | Accounting and Budgeting Section   |  |                              |  |                       |          |
| Commercial Section (Frontline Services, Installat |                         |  |  |                              |  |                       |          |
| open, Disconnection))                             |                         |  |  |                              |  |                       |          |
|   |                         | Billing & Collection (Billing Services)  |  |                              |  |                       |          |
| _   |                         | General Services Property/Supply & Inventory Human Resources Management Section                |  |                              |  |                       |          |
|   |                         |  |  |                              |  |                       |          |
|   |                         |  |  |                              |  |                       |          |
|   |                         | Engineerin   | ng & Const                                       | ruction (Maj                 | or Repairs)  |                       |          |
|   |                         | Repair & Maintenance (Daily Service Request)   |  |                              |  |                       |          |
|   |                         |  |  | ment & Che                   |  |                       |          |
|   | -                       |  |  | rshed Mgt.                   |  |                       |          |
|   | -                       |  |  | Manager &                    |  |                       |          |
| CC1 A   | linean                  |  |  |                              | sa kaalama   | n mo ca CC            | 2        |
| CCI A   | 1                       |  |  |                              | kanilang o   |                       |          |
|   | 2                       |  |  |                              | Nakita sa k  |                       | ina      |
|   | 3                       |  |  |                              | pumunta ak   |                       |          |
|   | 4                       |  |  |                              | ng nakitang  |                       |          |
|   | *                       |  |  |                              | ag ito ang ir  |                       |          |
| CC2 K   | ung an                  |  |  |                              |  |                       |          |
| 1   |                         | ng sagot sa CC1 ay 1-3, Nakikita ba ng maayos ang CC sa<br>aling makita 4 Hindi Makita saan ma |  |                              |  |                       |          |
|   |                         | ikita Naman  |  | 5                            | N/A  |                       |          |
| 3   |                         | nirap Makita   |  |                              |  |                       |          |
|   |                         |  | C1 ay 1-3  | Nakatulong                   | ba ang CC s  | a transaksy           | on?      |
| 1   |                         | tulong ng Li   |  |                              | Hindi naka   |                       |          |
| 2   | Naka                    | atulong naman  |  | 5 N/A                        |  |                       |          |
| Panuto: Lag                                       | yan no                  | tsek (✔)   | ang hana   | y na pinak                   | aangkop sa   | a iyong sag           |          |
|   |                         | Lubos na<br>Hindi  | Hindi<br>Sumasang-<br>ayon                       | Hindi<br>makapag<br>desisyon | Sumasang-<br>ayon  | Lubos na<br>Sumasang- | N/A      |
|   |                         | Surnasang-<br>ayon   | ayon   | desisyon                     | ayon   | ayon                  |          |
| SQDo Masaya                                       |                         |  |  |                              |  |                       |          |
| na-avail kong                                     |                         |  |  | 1                            |  |                       | -        |
| SQD1 Sapat a<br>na ginugo                         |                         |  |  |                              |  |                       |          |
| transaksyon                                       | . od                    |  |  |                              |  |                       |          |
| SQD <sub>2</sub> Sinur                            |                         |  |  |                              |  |                       |          |
| Opisina   | ang                     |  |  |                              |  |                       |          |
| Pagkakasunoo<br>ng Transaksyo                     |                         | 8  |  |                              |  |                       | l        |
| SQD <sub>3</sub> Ang                              |                         |  |  | _                            |  |                       |          |
| panuto  | sa                      | A I  |  |                              |  |                       |          |
| transaksyon a                                     |                         |  |  |                              |  |                       |          |
| at Madali para<br>SQD4 Naki                       |                         | 1  | <del>                                     </del> | +                            |  |                       | $\vdash$ |
| kaagad  | ang                     |  |  |                              |  |                       |          |
| impormasyon                                       | tungkol                 |  |  |                              |  |                       |          |
| sa aking tran                                     |                         |  |  |                              |  |                       |          |
| sa opisina<br>kanilang webs                       | at sa<br>ite            |  |  |                              |  |                       |          |
| SQD <sub>5</sub> Nagba                            | yad ako                 |  |  |                              |  |                       |          |
| ng maka   | twirang                 |  |  |                              |  |                       | l        |
| service fees s                                    | a aking                 | 8  | 1  |                              |  |                       | l        |
| transaction<br>SQD6 Pata                          | s and                   |  |  | +                            |  |                       |          |
| opisina sa  |                         |  |  |                              |  |                       |          |
| transaksyon                                       | 0                       | 8  |  |                              |  |                       |          |
| "walang palak                                     | asan"                   | 1  |  | 1                            |  |                       |          |
| SQD7 Matulu<br>magiliw and                        |                         |  |  |                              |  |                       |          |
| opisyal sa pa                                     | gtulona                 |  |  |                              |  |                       |          |
| sa akin   |                         | 0  |  |                              |  |                       |          |
| SQD8 Nakuh  |                         |  | I  |                              |  |                       |          |
| maayos ang<br>nais at kung hi                     |                         |  |  |                              |  |                       |          |
| ako napagbig                                      |                         |  |  |                              |  |                       |          |
|   | liwanag                 |  |  |                              |  |                       | l        |
| make the  |                         |  |  |                              |  |                       |          |

Email (Optional)

Email (Optional)

Suggestion: \_

CP No: