



BULAN WATER DISTRICT

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.

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EXTERNAL SERVICES

1. INSTALLATION OF NEW WATER SERVICE CONNECTION

Office	Bulan Water District (BWD)			
Classification	Complex			
Type of Transaction	L2C- Local Water District to Concessionaires			
Who may be avail?	Potential concessionaires residing within the Baranggay Served by the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
<ul style="list-style-type: none"> ✚ Application Form for New Water Service Connection ✚ Certificate of Appearance from Orientation on Water Service Connection ✚ Brgy. Clearance (Proof of Residency) ✚ Proof of Lot Ownership (Deed of Sale, Certification of Public Land, Tax Declaration) ✚ Photocopy of Cedula ✚ Business Permit (Optional for Commercial only) 			<ul style="list-style-type: none"> ✚ PACD of BWD (Frontline Officer) ✚ BWD Seminar Facilitator ✚ Concessionaire's Baranggay ✚ Concessionaire or Barangay, Assessors ✚ LGU – BULAN ✚ DTI, LGU – BULAN 	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON 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 BALDILLO <i>Frontline Assistant</i>
Step 2 Attend Orientation/ Seminar on New Water Service Connection	Conduct Orientation on Concessionaires applying for New Water Service Connection	None	2 Hours Every Friday (1:00PM)	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
Step 3	Conduct of Digital Estimate thru Geographic Information System (GIS)	None	10 Minutes per Application (After Orientation- same day)	VENICE A. LAO <i>Utilities/ Customer Services Asst. D</i>
Step 4 Verification of Qualified Concessionaires	Site Inspection Verification of Qualified Applicants	None	Site Inspection – 30 Minutes	SAMSON H. TAÑADA Water/Sewerage Maintenance Man A





			Approval – 5 Minutes	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
Step 5 Payment of Registration Fee and other fees	Computation of Charges	Registration Php 4000.00	5 Minutes	MARY JOY BALDILLO <i>Frontline Assistant</i>
	Filling Out of Contracts and other Documents	Guarantee Deposit Php 1000.00 labor and Materials are excluded (depending on the Estimate)	Average 30 Minutes per Application	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
	Issuance of Official Receipts		5 Minutes	CARINA G. BACONWA Administrative Services Aide LORENA F. GERONA Cashier
Step 6 Preparation for Installation	Schedule of Installation	None	5 Minutes	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
	Preparation of Water Meter and Materials	None	10 Minutes	GEMMA H. CALUPIT Property/Supply Asst. B
	Deployment	None	3 Minutes after Preparation of Materials	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
	Installation of 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

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	L2C- Local Water District to Concessionaires			
Who may be avail?	Concessionaires with Existing Water Service Connection in the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
<ul style="list-style-type: none"> ✚ Official Receipt for payment of Arrears (If any) ✚ Official Receipt for payment of Reconnection Fee, Guarantee Deposit and other Charges ✚ Application for Reconnection / Re-Open 			<ul style="list-style-type: none"> ✚ BWD Teller ✚ BWD Cashier ✚ BWD CSA/PACD 	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Approach the CSA/ PACD to verify your account and fill-out Application for Reconnection	Assist to Fill-Out	None	3-5 Minutes for every connection	MARY JOY BALDILLO <i>Frontline Assistant</i>
	Verify the existence of Water Service Connection	None	1-3 Minutes per connection	SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C
Step 2 Payment of Arrears and Reconnection Fees And Issuance of Receipts If No Arrears or Reconnection Charges Proceed to Step 3	Verified Application -7 days after Disconnection -beyond 7 days to 60 days after Disconnection (2 Months)	None Guarantee Deposit – Php 1000.00 Php 500.00 Reconnection Fee Php 1000.00 Guarantee Deposit	5 Minutes for each concessionaire	CARINA G. BACONWA Administrative Services Aide LORENA F. GERONA Cashier

	-beyond 2 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 each Concessionaire	MARY JOY BALDILLO <i>Frontline Assistant</i> SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C
Step 4 Preparation for Reconnection	Schedule of Installation	None	5 Minutes	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
	Preparation of Water Meter and Materials	None	10 Minutes	GEMMA H. CALUPIT Property/Supply Asst. B
	Deployment	None	3 Minutes after Preparation of Materials	NOEL C. DELMONTE Water/Sewerage Maintenance 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 (BWD)			
Classification	Simple			
Type of Transaction	L2C- Local Water District to Concessionaires			
Who may be avail?	Concessionaires with Existing Water Service Connection in the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
 Official Receipt for Required Payment  Service Request Form			 BWD Cashier  BWD CSA/PACD	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Approach the CSA/ PACD to Fill Out Service Request Payment for Services (if applicable)	Assist to Fill-Out Verify the Water Service Connection	None	5 Minutes	MARY JOY BALDILLO <i>Frontline Assistant</i> SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C CARINA G. BACONWA Administrative Services Aide LORENA F. GERONA Cashier
	For Request with Payment - Issuance of Receipt	Depending on the Services Availd	5 Minutes	
Step 2 Payment of Service Request	Request Transfer of Water Service Connection	Php 250.00 labor and Materials Excluded	2 Hours per service connection	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 Facilities Tender B
	Relocation of Water Meter	Php 250.00	1 Hour per Water Meter	DINDO G. GOLPEO JR. / JOB ORDERS Water/Sewerage Maintenance Man A

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




	Transfer of Tapping	Php 250.00 Labor and Material Excluded	2 Hours	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 Facilities Tender B
	No Water/Low Pressure (For Inspection)	None	30 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 Facilities Tender B
	Replacement of stuck-up Water Meter	None	30 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 Facilities Tender B
	Water Meter leak	None	15 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 Facilities Tender B
	Bad Odor/Bad Taste/Sandy/ Dirty Water	None	1 Hour Flushing	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 Facilities Tender B
	High Consumption (For Inspection and 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 Facilities Tender B
	Request for Billing Adjustment	None	2 Minutes	SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C
	Reclassification Billing Category	None	2 Minutes	SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C
	Issuance of Certification (Refilling Station, Payment and Adjustments)	Simple 50.00 Complex 100.00	Simple 2 Minutes Complex 5 Minutes	SHARI MARIE FRANCINE G. BRENCHES HRMO
Step 3 Sign the Service Request Form and Maintenance Orders	Records Accomplished Service Requests	None	2 Minutes per concessionaires record	MARY JOY BALDILLO <i>Frontline Assistant</i> GEMMA H. CALUPIT Property/Supply Asst. B

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

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	Local Water District to Concessionaires			
Who may be avail?	Concessionaires with Existing Water Service Connection in the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
✚ Existing Water Meter at the Concessionaires Premises			✚	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
	Step 1 Meter Reader reads the Consumption of the Concessionaire at the Water Meter	Based on Water Bill	1 Minute per 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 Water Bill	1 Minute per 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 District (BWD)			
Classification	Simple			
Type of Transaction	Concessionaire to Local Water District			
Who may be avail?	Concessionaires with Existing Water Service Connection in the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
 Statement of Account (Water Bill) – <i>Simply inform the Name of your Account</i>			 BWD Teller  BWD Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Approach the BWD Teller with your Statement of Account	Verification of SOA and Issuance of Water Bill	Based on SOA or Water Bill	2 Minutes per transaction	ANGELIZA G. PAJE Administration Services Aide LORENA F. GERONA Cashier
Cash Payment proceed to the Teller	Issuance of Water Bill	Based on SOA or Water Bill	3 Minutes per transaction	
Check Payment Proceed to the Cashier				

6. CHANGE/TRANSFER OF NAME

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	Concessionaire to Local Water District			
Who may be avail?	Concessionaires with Existing Water Service Connection in the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
<ul style="list-style-type: none"> ✚ Waiver of Rights (Owner to End-User) ✚ Orientation Certificate ✚ Proof of Ownership for New Owners of Property 			<ul style="list-style-type: none"> ✚ BWD CSA or PACD ✚ BWD Facilitator 	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Approach the CSA or PACD for Verification and Filling out Waiver of Rights	Verification of Ownership Checking of Requirements	None	5 Minutes per Concessionaire	MARY JOY BALDILLO <i>Frontline Assistant</i>
Step 2 Attend Orientation/ Seminar on New Water Service Connection	Conduct Orientation on Concessionaires applying for New Water Service Connection	None	2 Hours Every Friday (1:00PM)	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
Step 3 Payment of Change/Transfer of Name	Issuance of Official Receipts	Php 100.00	3 Minutes per Concessionaire	CARINA G. BACONWA Administrative Services Aide LORENA F. GERONA Cashier
	Change of Registered Name on Database	None	3 Minutes per Concessionaire Change of Registered Name will reflect on the Next Billing	SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C





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

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	Concessionaire to Local Water District			
Who may be avail?	Concessionaires that are Verified Senior Citizen with Existing Water Service Connection in the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
<ul style="list-style-type: none"> ✚ Application Form ✚ Photocopy of Senior Citizen ID ✚ Account Name is under the Senior Citizen 			✚ BWD CSA or PACD	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Approach the CSA or PACD for Verification and Filling out Application Form for Senior Citizen (New) Same as Renewal every August of the Year (Annually)	Verification of Account Registered in the name of Senior Citizen Checking of Requirements	None	5 Minutes per Concessionaire	MARY JOY BALDILLO <i>Frontline Assistant</i>
Step 2 Verification of Requirements	Verification from the Commercial Division	None	5 Minutes per Concessionaires	NOEL C. DELMONTE Water/Sewerage Maintenance Man A
	Database Input of Registered Senior Citizen with 5% Discount	None	3 Minutes per Concessionaire	SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C

COVID19 – RESPONSE FOR NON- FACE-TO-FACE TRANSACTION

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

1. COLLECTION OF PAYMENT THRU ECPAY (GCASH)

Office	Bulan Water District (BWD)				
Classification	Simple				
Type of Transaction	Concessionaire to Local Water District				
Who may be avail?	Concessionaires with Existing Water Service Connection in the Bulan Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?		
 Statement of Account (Water Bill)  Gcash Account, Online Banking			 Meter Reader  Concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE	
Step 1 Acquire a Statement of Account	Issuance of Statement of Account	None	1 Minute per Account (Every 1 st 7 Days of the Month)	Meter Readers JOSE SAREX G. GEROLIA VENICE A. LAO RORY P. VITERO NOMER G. LASALA DOMINADOR G. GUADAMOR JR	
	Uploading of Data after Meter Reading	None	30 Minutes per Baranggay	SHARI MARIE FRANCINE G. BRENCHES HRMO/ GCash In-charge	
	Gcash Advisory – For Active Payments	None	5 Minutes after upload of Data	SHARI MARIE FRANCINE G. BRENCHES & PR Team HRMO/ GCash Incharge	

Step 2 Payment thru Ecpay GCash Open Gcash App Go to Water Utilities Look For Bulan (Sorsogon) Water District Input the ff: Account Name Account No: Exact Amount	Acquire Report of Payment the Next Business Day	SOA based on Bill Payment	Next Business Day after payment made Ex: Payment January 6, 2023 Posting January 7, 2023	SHARI MARIE FRANCINE G. BRENCHES & PR Team HRMO/ GCash Incharge
	Verification of Account	SOA based on Bill Payment	2 Minutes per Account	SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C
	Issuance of Receipt	SOA based on Bill Payment	2 Minutes per Account	ANGELIZA G. PAJE Administration Services Aide LORENA F. GERONA Cashier
	Delivery of Official Receipt	None	1 Minute per Concessionaire (On the next 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)

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	Concessionaire to Local Water District			
Who may be avail?	Concessionaires that are Verified Senior Citizen with Existing Water Service Connection in the Bulan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
<ul style="list-style-type: none"> ✚ Internet ✚ Email/Celphone Number/ Facebook ✚ Scanned Copy Application Form ✚ Scanned Photocopy of Senior Citizen ID ✚ Account Name is under the Senior Citizen 			✚ BWD CSA or PACD	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Email the Commercial Division with Subject: Application for SC Discoun_Full Name_Address Thru: commercialdivisionbwd@gmail.com Or Message the Facebook Account With this format Name: Address: Celphone Number: Email: Purpose: Application for Registration for Senior Citizen Discount (New) or (Renewal) You can also send an SMS via 0909-428-9255 same as the format on the Facebook	Verification if there is an Existing Account in the Office Email or Message via Messenger will be sent for the Google Form to fill out the Needed information SMS will also confirm to inform the Concessionaire that the google form is now ready via email	None	5 Minutes per Concessionaire 5 Minutes per Concessionaires	MARY JOY BALDILLO <i>Frontline Assistant</i> SHARI MARIE FRANCINE G. BRENCHES HRMO

Step 2 Send the following Requirements thru the google form Scanned Copy of originally signed Application Form (Application Form is also sent via email or google form) Scanned Copy of Senior Citizen ID Photo/Selfie of Senior Citizen holding his/her ID	Consolidation of Requirements via Online Submit the Documents to Commercial Division Verification from the Commercial Division	None	5 Minutes per Concessionaires	SHARI MARIE FRANCINE G. BRENCHES HRMO
	Database Input of Registered Senior Citizen with 5% Discount SMS will be sent to confirm the Registration to Senior Citizen Discount	None	3 Minutes per Concessionaire	SHIELA MARIE B. LUZURIAGA Utilities/Customer Services Asst. C
		None	3 Minutes per Concessionaire	JANE KAYE G. GUETA 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 District (BWD)			
Classification	Simple			
Type of Transaction	L2G – Local Water District to Government Employee			
Who may be avail?	BWD Employees whether Permanent, Job Order or Contract of Services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
 Letter of Request (HR Form)			 HRMO Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Fill out the form for the Request of the following: Certificate of Employment Service Records Identification Card	Step 1 Issuance of Request form to the BWD Employee	None	3 Minutes	MARIE IRENE B. HIZO <i>Asst. Clerk Processor B</i>
	Step 2 Copy of Contract of Employment Asst. Clerk Processor B will Encode all information for the request	None	5 Minutes	MARIE IRENE B. HIZO <i>Asst. Clerk Processor B</i>
	Service Records Asst. Clerk Processor B shall pull out records and print it out	None	10 Minutes	
		None	15 Minutes	

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

D. Issuance of Contract of Job Orders

E. Issuance of Forms for BIR Registration



F. Issuance of Forms for Renewal of BIR Registration

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	L2G – Local Water District to Government Employee			
Who may be avail?	BWD Employees under Job Orders and Contract of Services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
✚ Letter of Request (HR Form)			✚ HRMO Staff	
CLIENT STEPS	AGENCY ACTION	FEE TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Fill out the form for the Request of the following: Issuance of Copy of Contract of Job Orders Forms for BIR Registration Renewal of BIR Registration	Step 1 Issuance of Request form to the BWD Employee	None	3 Minutes	MARIE IRENE B. HIZO <i>Asst. Clerk Processor B</i>
	Step 2 Copy of Contract of Job Orders Acquire records from File BIR Forms for Registration Verify the Contract Agreement of JO Renewal of BIR Registration Verify the JO Contract Agreement and previous registration	None None None	5 Minutes 5 Minutes 5 Minutes	MARIE IRENE B. HIZO <i>Asst. Clerk Processor B</i>

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

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

H. Issuance of Form 06 – Application for Leave

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	L2G – Local Water District to Government Employee			
Who may be avail?	BWD Permanent Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
 DTR			 HRMO Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 - G Fill out your complete DTR for the Request of the Issuance of Certificate of Compensatory Overtime Credit (COC) by the End of the Month	Step 1 Review the DTR for Overtimes	None	10 Minutes	MARIE IRENE B. HIZO <i>Asst. Clerk Processor B</i>
Step 1 - H Request the HRMO Staff for Issuance of Form for Application for Leave	Step 1 Print the Application Form as requested by the Employee	None	3 Minutes	MARIE IRENE B. HIZO <i>Asst. Clerk Processor B</i>
Step 2 – G Submission of Proof of overtime like Accomplishment Reports and Office Orders	Step 2 Verification and Validation of HRMO	None	10 Minutes	SHARI MARIE FRANCINE G. BRENCHES HRMO
Step 2 – H Filling out of Application for Leave (5 Days before Leave for Vacation)	Step 2 Review and submission to the HRMO for approval	None	5 Minutes	SHARI MARIE FRANCINE G. BRENCHES HRMO

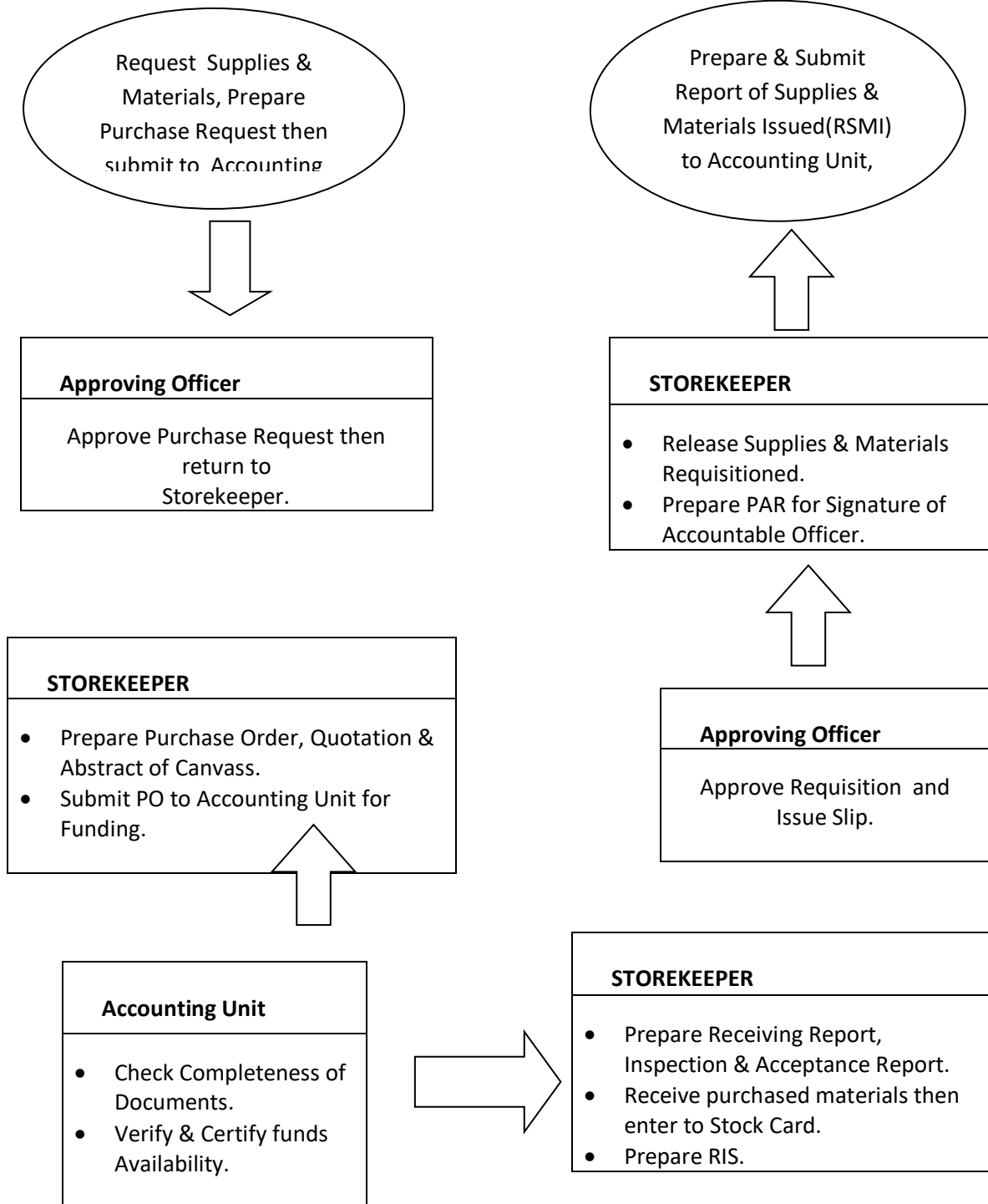
Step 3 - G Printing and Issuance of Certificate	Step 3 Issuance of Certificate of COC with Signature	NONE	5 Minutes	SHARI MARIE FRANCINE G. BRENCHES HRMO
Step 3 – H Submission of Application for Leave	Step 3 Review and Approval of the HRMO and the Head of Office	NONE	At least One (1) Working Day 8hrs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

II. BILLING & COLLECTION SECTION

A.REQUEST TO UTILIZE TABLET & PRINTER FOR READING

Office	Bulan Water District (BWD)			
Classification	Simple			
Type of Transaction	L2G – Local Water District to Government Employee			
Who may be avail?	BWD Designated Meter Readers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
✚ Release Forms with Schedule of Reading			✚ Billing & Collection Section	
CLIENT STEPS	AGENCY ACTION	FEES TO PAY	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Fill out the form for the Request the Release of Tablet for Reading	Step 1 Issuance of Request form to the BWD Employee	None	3 Minutes	ANGELIZA G. PAJE <i>Administrative Services Aide</i>
Step 2 Release and Utilization of Tablet and Printer (w/ Thermal Paper)	Step 2 Issuance of Tablet & Printer with Thermal Paper (with corresponding Schedule of Meter Reading)	None	5 Minutes	SHIELA MARIE B. LUZURIAGA <i>Utilities/Customer Services Asst. C</i>

III. PROPERTY SUPPLY SECTION



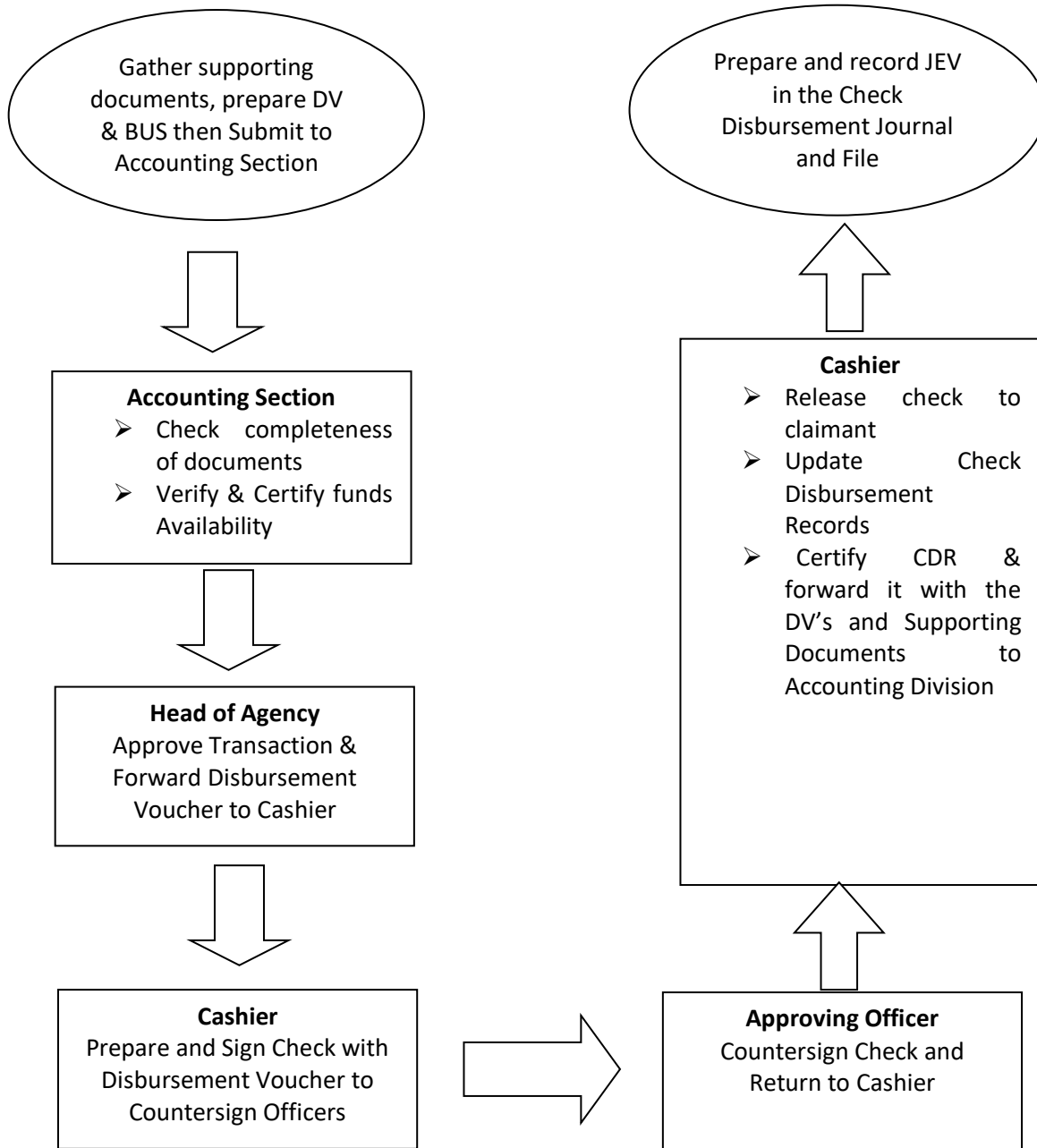
A. PURCHASING AND INVENTORY PROCESS

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

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

IV. ADMIN/FINANCE SECTION

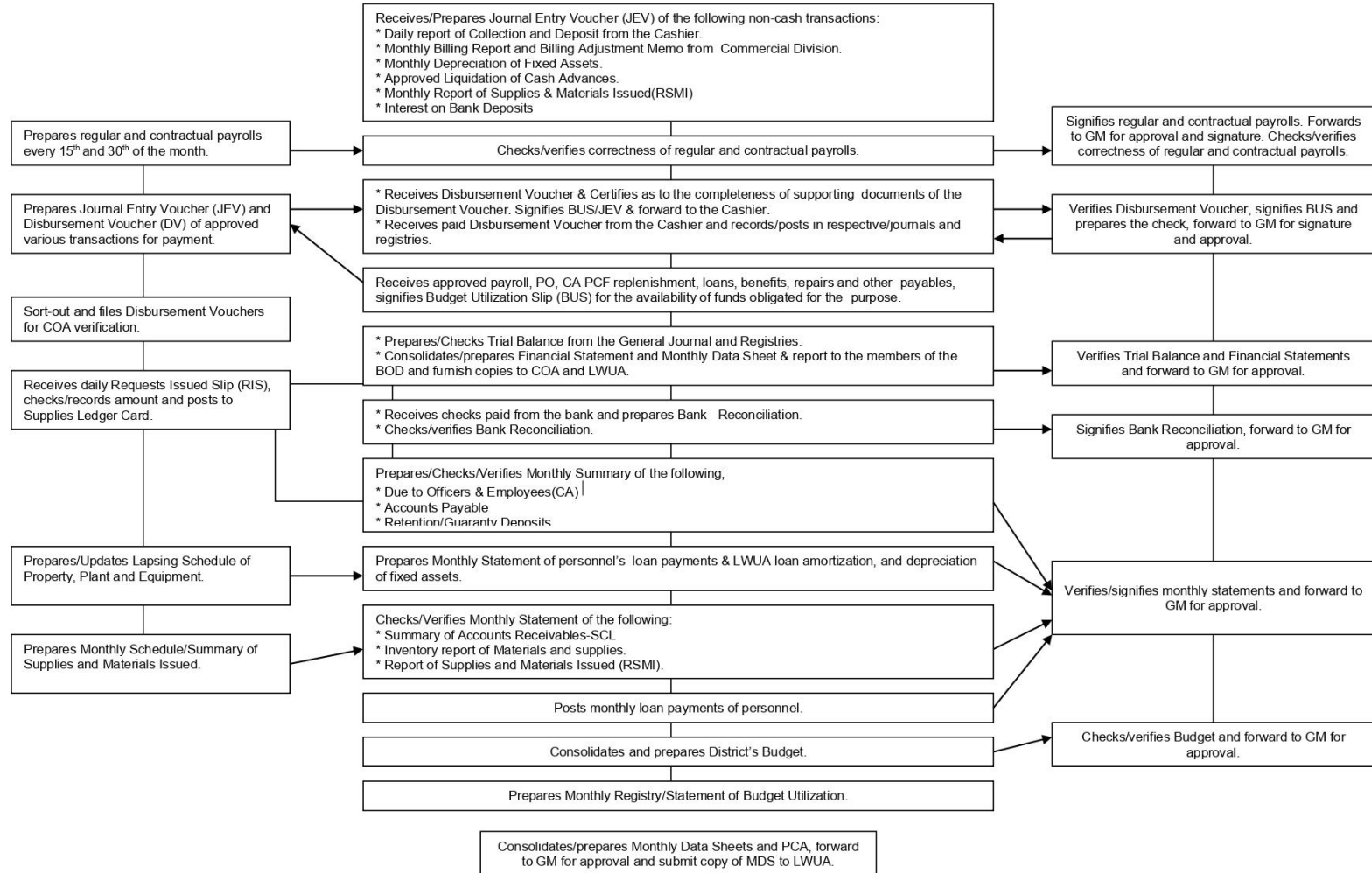
DISBURSEMENT PROCESS



WORK FLOW CHART – FINANCE/ADMIN. DIVISION

ADMINISTRATIVE/GENERAL SERVICES OFFICER A

SENIOR CORPORATE ACCOUNTANT B



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINT MECHANISM	
How to send a Feedback?	<p>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)</p> <p>Contact Info: (056) 555-2605 Email: bulanwaterdistrict@gmail.com</p>
How feedbacks are processed?	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted</p> <p>Feedback requiring answers are forwarded to the relevant Sections and they are required to answer three (3) days of the receipt of the feedback</p> <p>The answer of the office is then relayed to the concessionaire</p> <p>For inquiries and follow-ups, Concessionaires may contact the following Tel No: (056) 555-2605 FB Message @BulanWater District Email: bulanwaterdistrict@gmail.com</p>
How to file a complaint?	<p>Answer the client Complaint Form and drop it at the Suggestion Box in front of the Teller near the PACD</p> <p>Complaints can also be filed via Telephone, SMS (Text Message), FB Message or Email</p> <p>Make sure to provide the following Information:</p> <ul style="list-style-type: none"> ➤ Name of Person being complained ➤ Incident ➤ Evidence <p>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</p>

How complaints are processed?	<p>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.</p> <p>Upon Evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation</p> <p>The Complaints Officer will create a report after the Investigation and shall submit it to the Head of Agency for appropriate action</p> <p>The Complaints Officer will give the feedback to the client</p> <p>For inquiries and follow-ups, Concessionaires may contact the following Tel No: (056) 555-2605 Celphone No: 09212176855 FB Message @BulanWater District Email: bulanwaterdistrict@gmail.com</p>
Contact Information of PACD and BWD	<p>Tel No: (056) 555-2605 Celphone No: 09212176855 Email: bulanwaterdistrict@gmail.com FB Message: @BulanWater District</p>

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

Date: _____ Sex: _____ Male _____ Female _____ Age: _____

Residence: _____

Service Availed: _____

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 times among others.

	Accounting and Budgeting Section
	Commercial Section (Frontline Services, Installation, Re-open, 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 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 (Answer NA on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC in this office was?

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

CC2=3 If aware of CC (answered 1-3 in CC1), how much did the CC help you in your 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 Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
SQD0 I am satisfied with the service that I availed						
SQD1 I am spent reasonable amount of time for my transaction						
SQD2 The office followed the transaction's requirements and steps based on the information provided						
SQD3 the steps (including payment) I needed to do for my transaction were easy and simple						
SQD4 I easily found information about my transaction from the office or its website						
SQD5 I paid a reasonable amount of fees for my transaction						
SQD6 I feel the office was fair to everyone or "walang palakasan" during my transaction						
SQD7 I was treated with courtesy by the staff and (if asked for help) the staff was helpful						
SQD8 I got what I needed from the government office, or (if denied) denial of request sufficiently explained to me.						

Suggestions _____

CP No: _____ Email (Optional) _____

THANK YOU!



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

HELP US SERVE YOU BETTER!

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Client Type: _____ Citizen _____ Business _____ Government _____

Date: _____ Sex: _____ Male _____ Female _____ Age: _____

Residence: _____

Service Availed: _____

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 times among others.

	Accounting and Budgeting Section
	Commercial Section (Frontline Services, Installation, Re-open, 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

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

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	N/A
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SQD1 I am spent reasonable amount of time for my transaction						
SQD2 The office followed the transaction's requirements and steps based on the information provided						
SQD3 the steps (including payment) I needed to do for my transaction were easy and simple						
SQD4 I easily found information about my transaction from the office or its website						
SQD5 I paid a reasonable amount of fees for my transaction						
SQD6 I feel the office was fair to everyone or "walang palakasan" during my transaction						
SQD7 I was treated with courtesy by the staff and (if asked for help) the staff was helpful						
SQD8 I got what I needed from the government office, or (if denied) denial of request 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 inyong feedback sa natapos na transaksyon ay makakatulong sa opisina ng ito na makapagbigay ng mas mahusay na serbisyo. Ang Personal na Impormasyong ibinahagi ay pananatiling kumpidensyal at ikaw ay may opsiyon na hindi sagutin ang form na ito.
Client Type: _____ Citizen _____ Business _____ Government
Date: _____ Sex: _____ Male _____ Female Age: _____
Residence: _____
Service Availed: _____

PANUTO: Lagyan ng tsek (✓) ang inyong 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, Re-open, 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	Alin sa mga sumusunod ang naglalarawan sa kaalaman mo sa CC?	
1	Alam ko ang CC at Nakita ko ito sa kanilang opisina	
2	Alam ko ang CC ngunit hindi ko ito Nakita sa kanilang opisina	
3	Nalaman ko ang tungkol sa CC ng pumunta ako sa opisina nila	
4	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)	

CC2	Kung ang sagot sa CC1 ay 1-3, Nakikita ba ng maayos ang CC sa opisina?	
1	Madaling makita	4 Hindi Makita saan man
2	Nakikita Naman	5 N/A
3	Mahirap Makita	

CC3	Kung ang sagot sa CC1 ay 1-3 Nakatulong ba ang CC sa transaksyon?	
1	Nakatulong ng Lubusan	4 Hindi nakatulong
2	Nakatulong naman	5 N/A

Panuto: Lagyan ng tsek (✓) ang hanay na pinakaangkop sa inyong sagot.

	Lubos na Hindi Sumasang-ayon	Hindi Sumasang-ayon	Hindi makapag-decision	Sumasang-ayon	Lubos na Sumasang-ayon	N/A
SDD0 Masaya ako sa na-avail kong serbisyo						
SDD1 Sapat ang oras na ginugol sa transaksyon						
SDD2 Sinunod ng Opisina ang Pagkakasunod sunod ng Transaksyon						
SDD3 Ang mga panuto sa transaksyon ay simple at Madali para sa akin						
SDD4 Nakita ko kaagad ang impormasyon tungkol sa aking transaksyon sa opisina at sa kanilang website						
SDD5 Nagbayad ako ng makatwirang service fees sa aking transaction						
SDD6 Patas ang opisina sa mga transaksyon o "walang palakasan"						
SDD7 Matulungin at magiliw ang mga opisyal sa pagtulong sa akin						
SDD8 Nakuha ko ng maayos ang aking nais at kung hindi man ako napagbigyan ito ay napaliwanag mabuti						

Suggestion: _____
CP No: _____ Email (Optional) _____
THANK YOU!



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De Vera St., Zone-4, Bulan, Sorsogon
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Ang inyong feedback sa natapos na transaksyon ay makakatulong sa opisina ng ito na makapagbigay ng mas mahusay na serbisyo. Ang Personal na Impormasyong ibinahagi ay pananatiling kumpidensyal at ikaw ay may opsiyon na hindi sagutin ang form na ito.
Client Type: _____ Citizen _____ Business _____ Government
Date: _____ Sex: _____ Male _____ Female Age: _____
Residence: _____
Service Availed: _____

PANUTO: Lagyan ng tsek (✓) ang inyong 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, Re-open, 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	Alin sa mga sumusunod ang naglalarawan sa kaalaman mo sa CC?	
1	Alam ko ang CC at Nakita ko ito sa kanilang opisina	
2	Alam ko ang CC ngunit hindi ko ito Nakita sa kanilang opisina	
3	Nalaman ko ang tungkol sa CC ng pumunta ako sa opisina nila	
4	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)	

CC2	Kung ang sagot sa CC1 ay 1-3, Nakikita ba ng maayos ang CC sa opisina?	
1	Madaling makita	4 Hindi Makita saan man
2	Nakikita Naman	5 N/A
3	Mahirap Makita	

CC3	Kung ang sagot sa CC1 ay 1-3 Nakatulong ba ang CC sa transaksyon?	
1	Nakatulong ng Lubusan	4 Hindi nakatulong
2	Nakatulong naman	5 N/A

Panuto: Lagyan ng tsek (✓) ang hanay na pinakaangkop sa inyong sagot.

	Lubos na Hindi Sumasang-ayon	Hindi Sumasang-ayon	Hindi makapag-decision	Sumasang-ayon	Lubos na Sumasang-ayon	N/A
SDD0 Masaya ako sa na-avail kong serbisyo						
SDD1 Sapat ang oras na ginugol sa transaksyon						
SDD2 Sinunod ng Opisina ang Pagkakasunod sunod ng Transaksyon						
SDD3 Ang mga panuto sa transaksyon ay simple at Madali para sa akin						
SDD4 Nakita ko kaagad ang impormasyon tungkol sa aking transaksyon sa opisina at sa kanilang website						
SDD5 Nagbayad ako ng makatwirang service fees sa aking transaction						
SDD6 Patas ang opisina sa mga transaksyon o "walang palakasan"						
SDD7 Matulungin at magiliw ang mga opisyal sa pagtulong sa akin						
SDD8 Nakuha ko ng maayos ang aking nais at kung hindi man ako napagbigyan ito ay napaliwanag mabuti						

Suggestion: _____
CP No: _____ Email (Optional) _____
THANK YOU!