




Republic of the Philippines
BUTUAN CITY WATER DISTRICT
Butuan City



CITIZEN'S CHARTER



- C** - **Commitment**
- L** - **Leadership**
- I** - **Integrity**
- E** - **Excellence**
- N** - **Novelty**
(Innovation)
- T** - **Teamwork**
- S** - **Safety**

MISSION & VISION

VISION

A leader in the water and sanitation industry advancing integrated water resource management.

MISSION

Butuan City Water District, a service-oriented entity, endeavors to preserve the environment, deliver quality service and satisfy its customers.



Republic of the Philippines
BUTUAN CITY WATER DISTRICT
 Butuan City



FORM NO. 1

SERVICE TITLE : **NEW SERVICE CONNECTION APPLICATION**
Schedule of Availability of Service : Monday to Friday, 8:00 A.M. – 5:00 P.M.
WHO MAY AVAIL OF THE SERVICE : **Mga Residente sa Butuan City nga adunay linya sa tubig (BCWD)**
 (KINSA ANG PWEDE MAKAPATAUD SA PANUBIG)
REQUIREMENTS :

1. Attendance to the Orientation Seminar held every Friday, 9:00 – 11:00 A.M. at the BCWD office
2. Barangay Clearance – 3 copies
3. Waiver, if applicant is not the owner of the lot/building (duly notarized 4 copies)
4. 2x2 ID Picture - 1pc

FEES :

1. Residential Connection Fee – Php 2,617.30
2. Commercial Connection Fee – Php 3,034.60

(BALAYRONON)

HOW TO AVAIL OF THE SERVICE

Step	Prospective Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	Submit 3 copies of Barangay Clearance from the Brgy. Chairman, 4 copies of Waiver duly notarized and 1 copy of 2x2 ID picture	Receive the needed documents	5 mins.		Susan Carrido
		Verify from the computer as to whether applicant has long outstanding accounts	5 mins.		Susan Carrido
		Investigate and estimate proposed service connection lines and corresponding charges and prepare report.	12 hours	Application for New Service Connection Inspection Report	Noel Jaictin
		Prepare sketch and indicate corresponding excavation charges	20 mins.		Noel Jaictin
2	Attend Orientation Seminar	Conduct Orientation-Seminar	2 hours		Marivel Reambonanza
3	Submit Application for New Service Connection Inspection Report, sign Contract and have it notarized.	Process Application and Contract and other documents for signature of the applicant	20 mins.	Service Application & Construction Order/ Contract of Water Service	Susan Carrido
		Issue computer-generated Seminar Number	5 mins.		Wilma Yebes
4	Pay installation charges	Receive the amount and issue corresponding official receipt	2 mins.	Official Receipt	BCWD Tellers
		Accomplish other supporting documents and assign corresponding service connection number and control number	20 mins.	Service Application & Construction Order	Susan Carrido
		Verify and approve Service Application Connection Order			
		1. Investigation – Customer Service Asst. A	5 mins.		Noel Jaictin
		2. Verification – Customer Service Officer B	10 mins.		Marivel Reambonanza
		3. Approval – OIC, Commercial Services Department	Within the Day		Junifer Sombilon
5	Accept and acknowledge water meter receipt and materials installed	Install service connection a. Simple Installation - With Installed Cluster Stand b. Complex Installation - Without Installed Cluster - Crossroad Tapping - Without Distribution Line	1-3 working days 4-7 working days	Water Meter Receipt/ Materials Used	Germanico Pactol/ NSC Installation Team

END OF TRANSACTION

Revised 2018-3



Republic of the Philippines
BUTUAN CITY WATER DISTRICT
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FORM NO. 2A

SERVICE TITLE : **LEAK REPAIR, CHANGE METER / STOLEN, TRANSFER WATER METER (SIMPLE CASES)**

Schedule of Availability of Service : Monday to Sunday, 24 hours

WHO MAY AVAIL OF THE SERVICE : **BCWD Concessionaires**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	Phone-In Concessionaires - Request for assistance via phone Walk-In Concessionaires - Go directly to the Customer Service Division (Complaints)	Get and log in account name and number of the concessionaire and the details of the complaint to the computer and send request to the Pipeline & Appurtenances Maintenance Department through local area network	5 mins.		Mario Tabigue
		Receive complaint thru phone call	2 mins.		Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman
		Receive and print Maintenance Order / Service Request and submit to supervisor	10 mins.	Maintenance Order/ Service Request	Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman
		Call through radio/ cellphone the nearest team assigned at the vicinity / area	2 mins.		Joel Hinayon/ Ian Blair Dalman Donabelle Sulapas
		Segregate/classify forms and distribute to assigned team	5 mins.		Joel Hinayon Ian Blair Dalman Donabelle Sulapas
		Receive maintenance order/service request & prioritize as to nature & location	Immediately upon receipt of the order/ request		All Team Leaders All Alternate Team Leaders
		1. Conduct repair a. Service Line b. Mainline & Distribution Line 2. Change Stolen/ Damaged Water Meter 3. Transfer water meter	1-2 days 1-3 days 1 day 2 days upon receipt of Maintenance Order		All Team Leaders All Alternate Team Leaders Henrito Perang, Jr./ Reymar Pelaez Henrito Perang, Jr./ Reymar Pelaez
2	Acknowledge / accept Maintenance Order / Service Request Form/ Materials Used	Present Maintenance Order/Service Request Form/ Materials Used to concessionaire	1 min.		All Team Leaders All Alternate Team Leaders
		Supervise & check accomplished repair/activity	4 hrs.		Joel Hinayon Donabelle Sulapas
		Return accomplished maintenance order/service request to clerk processor for encoding and Materials used to PMMD (Warehouse)	2 mins. per report		All Team Leaders All Alternate Team Leaders Ian Blair Dalman Donabelle Sulapas
END OF TRANSACTION					



Republic of the Philippines
BUTUAN CITY WATER DISTRICT
 Butuan City



FORM NO. 2B

SERVICE TITLE : **LEAK REPAIR, CHANGE METER / STOLEN, TRANSFER WATER METER (COMPLEX CASES)**

Schedule of Availability of Service : Monday to Sunday, 24 hours

WHO MAY AVAIL OF THE SERVICE : **BCWD Concessionaires**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	Phone-In Concessionaires - Request for assistance via phone Walk-In Concessionaires - Go directly to the Customer Service Division (Complaints)	Get and log in account name and number of the concessionaire and the details of the complaint to the computer and send request to the Pipeline & Appurtenances Maintenance Department through local area network	5 mins.		Mario Tabigue
		Receive complaint thru phone call	2 mins.		Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman
		Receive and print Maintenance Order / Service Request and submit to supervisor	10 mins.	Maintenance Order/ Service Request	Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman
		Call through radio/ cellphone the nearest team assigned at the vicinity / area	2 mins.		Joel Hinayon Ian Blair Dalman Donabelle Sulapas
		Segregate/classify forms and distribute to assigned team	5 mins.		Joel Hinayon Ian Blair Dalman Donabelle Sulapas
		Receive maintenance order/service request & prioritize as to nature & location	Immediately upon receipt of the order/ request		All Team Leaders All Alternate Team Leaders
		1. Conduct repair a. Service Line	3-7 days	All Team Leaders All Alternate Team Leaders	
		b. Mainline & Distribution Line	4-7 days		
2. Change Water Meter (Regular Maintenance)	7 days	Henrito Perang, Jr./ Reymar Pelaez			
3. Transfer Cluster Stand a. Without Tapping b. With Tapping and Crossroads	3-7 days upon receipt of Maintenance Order	All Team Leaders All Alternate Team Leaders			
2	Acknowledge / accept Maintenance Order / Service Request Form/ Materials Used	Present Maintenance Order/Service Request Form/ Materials Used to concessionaire	1 min.		All Team Leaders All Alternate Team Leaders
		Supervise & check accomplished repair/activity	4 hrs.		Joel Hinayon Donabelle Sulapas
		Return accomplished maintenance	2 mins. per		All Team Leaders

	order/service request to clerk processor for encoding and Materials used to PMMD (Warehouse)	report		All Alternate Team Leaders Ian Blair Dalman Donabelle Sulapas
END OF TRANSACTION				

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FORM NO. 3

SERVICE TITLE : **RESPONSE TO “WATER QUALITY” COMPLAINTS**

Schedule of Availability of Service : Monday to Friday, 8:00 A.M. - 5:00 P.M.

WHO MAY AVAIL OF THE SERVICE: **BCWD Concessionaires**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	Phone-In Concessionaires - Request for assistance via phone	Take account name and account number of the concessionaire and the nature / details of complaint/s	5 mins.		Mario Tabigue
	Walk-In Concessionaires - Go directly to Customer Service Division (Complaints)				
		Log in all details of the complaint/s to the computer and send service request to Production & Distribution Department/ Water Quality Division through local area network	5 mins.		Mario Tabigue
		Receive and print Service Request	2 mins.	Service Request	Kristine Mae Germa
		Take action on concessionaire's complaint/s - Flushing Activity	2 days		Felipe Delalamon/ Aldo Lofranco
		- Water Analysis (if necessary)	5 days		Meinheart Catacte/ Leah Cabonce/
2	Acknowledge & sign Service Request Form	Present Service Request Form to the concerned concessionaire	2 mins.	Service Request Form	Felipe Delalamon/ Aldo Lofranco
END OF TRANSACTION					

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FORM NO. 4

SERVICE TITLE : **RESPONSE TO “NO WATER” COMPLAINTS**

Schedule of Availability of Service : Monday to Friday, 8:00 A.M. - 5:00 P.M.

WHO MAY AVAIL OF THE SERVICE: **BCWD Concessionaires**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire	Activity	Duration of Activity	Forms	Person-In-Charge
1	Phone-In Concessionaires - Request for assistance via phone Walk-In Concessionaires - Go directly to the Customer Service Division (Complaints)	Take account name and number of the concessionaire and the nature and details of complaint/s	5 mins.		Mario Tabigue
		Log in all details of the complaint/s to the computer and send service request/ maintenance order to the Pipeline & Appurtenances Maintenance Dept. through the local area network	5 mins.		Mario Tabigue
		Receive and print Service Request/ Maintenance Orders	10 mins.	Service Request/ Maintenance Order	Michelle Balagtas Mary Jean Ladaran/ Ian Blair Dalman
		Take action on the concessionaire's complaint/s	2 days (simple cases)		Joel Hinayon Leonardo Jugarap/ Henrito Perang, Jr./ Randy Awa/ Nelson Magsigay/ Richard Aninipoc/ Eric Navales/ Janus Christian Meña/ Menardo Pienzenaves/ Dexter Cupay/ Patrocenio Aborque/ Edwin Dacula/ Christopher Lumagbas
2	Acknowledge & sign Service Request Form/ Maintenance Order	Present the Service Request/ Maintenance Order to the concerned concessionaire	2 mins.	Service Request/ Maintenance Order	Joel Hinayon Leonardo Jugarap/ Henrito Perang, Jr./ Randy Awa/ Nelson Magsigay/ Richard Aninipoc/ Eric Navales/ Janus Christian Meña/ Menardo Pienzenaves/ Dexter Cupay/ Patrocenio Aborque/ Edwin Dacula/ Christopher Lumagbas
END OF TRANSACTION					

Note : The Customer Service Division in-charge shall coordinate first with the Production & Distribution Department regarding the status of operation before making a Service Request.



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FORM NO. 5

SERVICE TITLE	:	PAYMENT OF DISCONNECTED SERVICE CONNECTION
Service Description	:	Reconnection
Schedule of Availability of Service	:	Monday to Friday, 8:00 A.M.– 5:00 P.M. Saturday, 8:00 - 11:30 A.M.
WHO MAY AVAIL OF THE SERVICE	:	BCWD Concessionaires whose Service Connections have been disconnected
REQUIREMENT	:	For non-owners or tenants, Authorization Letter from the registered owner
RECONNECTION FEE	:	<u>Php 100.00</u> per Board Resolution No. 140-2017 dated Dec. 4, 2017
SERVICE FEE	:	<u>Php 100.00</u> (for Re-Install Water Meter) per Board Resolution No. 140-2017 dated Dec. 4, 2017
INSPECTION FEE	:	<u>Php 100.00</u> (for Accounts Closed from year 2000 and earlier) per Board Resolution No. 140-2017 dated Dec. 4, 2017

HOW TO AVAIL OF THE SERVICE

Step	Prospective Concessionaire	Activity	Duration of Activity	Person-In-Charge
1	Get priority number near the entrance door & wait for number to be flashed at the queuing system for Overdue Bills.		10 mins.	
2	Present overdue water bill at the Customer Services Division Counter # 7	Receive overdue water bill and scan / print ledger / statement of accounts	10 mins.	Riza Josephine Pagay
		Prepare reconnection charges	1 min.	Riza Josephine Pagay
		Forward to CSO-B / OIC-Commercial Services Department if payment is below 75%	1 min.	Riza Josephine Pagay Marievel Reambonanza/ Junifer Sombilon
		Approve or disapprove payment amount (for those below 75%)	2 mins.	Junifer Sombilon / Marievel Reambonanza
3	Wait for number to be flashed at the queuing system for Collection		30 mins.	
4	Pay amount to the Teller	Process payment & issue official receipt	2 mins.	Jenifer Badana BCWD Tellers - Marrie Vic Beltran/ Nalyne Dorilag/ Nermla Magtibay/ Archibald Ricaforte
5	Present official receipt & copy of reconnection charges at the Customer Services Department Counter # 6	Give schedule of reconnection and return the official receipt to the concessionaire	2 mins.	Mario Tabigue
		Send statement of account for additional cut-off billing / withdrawn meter for government offices	1 day	Kit Irvin Montera
END OF TRANSACTION				



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FORM NO. 6A

SERVICE TITLE : **PAYMENT OF WATER BILLS & OTHER FEES**

Service Description : Payment of :
 1. Water Bills (For concessionaires with lost/ no water bills)
 2. Installation Charges
 3. Water Analysis
 4. Water Meter Calibration
 5. Other Fees

Schedule of Availability of Service : Monday – Friday, 8:00 A.M. - 5:00 P.M.
 Saturday, 8:00 A.M. - 11:30 A.M.

WHO MAY AVAIL OF THE SERVICE: **All BCWD Concessionaires & Outside Clients**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire / Client	Activity	Duration of Activity	Forms	Person-In-Charge
1	Get form/account & control number & corresponding amount : a. Water Bills – Commercial Department b. Installation Charges – Commercial Department c. Water Meter Calibration – Commercial Department d. Water Analysis – Production & Distribution Department/ Water Quality Division e. Other Fees – e.1 Certification (OGM) e.2 Bidding & Security Fees (Admin Dept.) e.2.1 Bidding Fee e.2.2 Bid Security/ Performance Bond e.3 Accounts Receivable (Finance Dept.)	Issue form/account & control number & corresponding amount	10 mins.		Commercial Dept. – Wilma Yebes/ Susan Carrido Production & Distribution Dept./ Water Quality Division – Meinheart Catacte/ Leah Cabonce OGM – Iris Abiera Admin Dept. – Renelyn Torralba Finance Dept. – Emma B. Lupiba
2	Get priority number near the entrance door and wait for the number to be flashed on the queuing system		30 mins.		
3	Pay corresponding amount	Process payment & issue official receipt	2 mins.	Official Receipt	Jennifer Badana BCWD Tellers - Marrie Vic Beltran/ Nalyne Dorilag/ Nermla Magtibay/ Archibald Ricaforte
END OF TRANSACTION					



Republic of the Philippines
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FORM NO. 6B

- SERVICE TITLE** : **PAYMENT OF WATER BILLS AT COLLECTING AGENTS**
- Service Description** : Payment of Water Bills
- Schedule of Availability of Service** :
- Monday – Saturday, 8:30 A.M. - 5:00 P.M.
 - Delpolo Pawnshop (Libertad Highway)
 - C5 Hardware (Rosewood Arcade)
 - CNC Travel & Tours (J. Satore St. cor. J. Masagana Farm Supply)
 - Monday – Sunday, 8:00 A.M. - 6:00 P.M.
 - FLG Siesta Hauz (Village 2 Libertad near Provincial Hospital)
 - JIA & Echo Internet Café (199 Montilla Boulevard)
 - JPL Bayad Center (Ampayon Market)

WHO MAY AVAIL OF THE SERVICE: **All BCWD Concessionaires**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire / Client	Activity	Duration of Activity	Forms	Agent-In-Charge
1	Present current water bills (blue bills) and pay corresponding amount	Process payment & issue official receipt	2 mins.	Official Receipt	<ul style="list-style-type: none">- Delpolo Pawnshop- CNC Travel & Tours- C5 Hardware- FLG Siesta Hauz- JIA & Echo Internet Café- JPL Bayad Center
END OF TRANSACTION					



Republic of the Philippines
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Butuan City



FORM NO. 6C

SERVICE TITLE : **PAYMENT OF WATER BILLS AT COLLECTING BANKS**

Service Description : Payment of Water Bills

Schedule of Availability of Service : Monday – Friday, 9:00 A.M. - 3:30 P.M.
- Veterans Bank (J. C. Aquino Avenue, Butuan City)

WHO MAY AVAIL OF THE SERVICE: **All BCWD Concessionaires**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire / Client	Activity	Duration of Activity	Forms	Agent-In-Charge
1	Present current water bills (blue bills) and pay corresponding amount	Process payment & issue official receipt	2 mins.	Official Receipt	- Veterans Bank
END OF TRANSACTION					

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FORM NO. 7A

SERVICE TITLE : **PROCUREMENT / PAYMENT OF HDPE PIPES (FULL PAYMENT)**
 Schedule of Availability of Service : Monday – Friday, 8:00 A.M. - 5:00 P.M.
 WHO MAY AVAIL OF THE SERVICE: **All BCWD Concessionaires & Outside Clients**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire / Client	Activity	Duration of Activity	Form	Person-In-Charge
FULL PAYMENT					
1	Proceed to the Property & Materials Management Division (Warehouse) and request for procurement of HDPE pipes	Issue Store Requisition Slip (SRS)	5 mins.	SRS	PMMD (Warehouse) – Efren Joseph Dumanon./ Louie Tancinco / Nicolas Tinaco
2	Get priority number near the entrance door and wait for the number to be flashed on the queuing system		10 mins.		
3	Pay the corresponding amount	Process payment & issue official receipt	2 mins.	Official Receipt	Jennifer Badana BCWD Tellers - Marrie Vic Beltran / Nalyne Dorilag / Nermla Magtibay / Archibald Ricaforte
4	Go back to the Property & Materials Management Division (Warehouse) and claim HDPE pipes	Release HDPE pipes	2 mins.		PMMD (Warehouse) – Efren Joseph Dumanon./ Louie Tancinco / Nicolas Tinaco
5	Present SRS copy to the guard at the Guard House	Release of procured HDPE pipes from the BCWD premises	2 mins.		Security Guard
END OF TRANSACTION					

Revised 2018-3



Republic of the Philippines
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FORM NO. 7B

SERVICE TITLE : **PROCUREMENT / PAYMENT OF HDPE PIPES (INSTALLMENT)**
 Schedule of Availability of Service : Monday – Friday, 8:00 A.M. - 5:00 P.M.
 WHO MAY AVAIL OF THE SERVICE: **All BCWD Concessionaires & Outside Clients**

HOW TO AVAIL OF THE SERVICE

Step	Concessionaire / Client	Activity	Duration of Activity	Form	Person-In-Charge
INSTALLMENT					
1	Go to the Customer Service Division for promissory note	Issue promissory note/partial payment	15 mins.	Promissory Note	Commercial Dept. – Susan Carrido
		Approve promissory note	5 mins.		Junifer Sombilon
2	Proceed to the Property & Materials Management Division (Warehouse) and request for procurement of HDPE pipes through loan scheme and get SRS Form	Prepare Store Requisition Slip (SRS)	5 mins.	SRS	PMMD (Warehouse) – Efren Joseph Dumanon./ Louie Tancinco / Nicolas Tinaco
3	Partial Payment : Get priority number near the entrance door and wait for the number to be flashed on the queuing system		10 mins.		
4	Pay corresponding amount	Process payment & issue official receipt	2 mins.	Official Receipt	Jennifer Badana BCWD Tellers - Marrie Vic Beltran / Nalyne Dorilag / Nermla Magtibay / Archibald Ricaforte
5	Return to the Customer Service Division and present O.R.	Get and record the O.R. number and amount	5 mins.	Official Receipt	Susan Carrido
6	Return to the Property & Materials Management Division (Warehouse) and claim the HDPE pipes	Release HDPE pipes	15 mins.	Official Receipt/ SRS	PMMD (Warehouse) – Efren Joseph Dumanon./ Louie Tancinco / Nicolas Tinaco
7	Present SRS copy to the guard at the Guard House	Release of procured HDPE pipes from the BCWD premises	5 mins.		Security Guard
END OF TRANSACTION					

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FORM NO. 8

SERVICE TITLE : **WATER ANALYSIS FOR OUTSIDE SAMPLES**
Service Description : Physical-Chemical Analysis & Bacteriological Analysis
Schedule of Availability of Service : Phy-Chem Analysis : Monday–Thursday, 8:00 AM -12:00 Noon/
 1:00 PM - 4:00 PM
 Bacte Analysis : Monday, 8:00AM-12:00Noon/1:00PM-3:00
 PM
WHO MAY AVAIL OF THE SERVICE: **Neighboring Water Districts, Government & Private Firms, Private Individuals**
FEES : Phy-Chem Analysis (22 parameters) : ₱ 2,500.00 per sample
 Bacteriological Analysis - MTFT : ₱ 600.00 per sample
 HPC : ₱ 300.00 per sample

HOW TO AVAIL OF THE SERVICE

Step	Client	Activity	Duration of Activity	Forms	Person-In-Charge
1	Submit letter-request addressed to the General Manager for approval	Receive and endorse letter for GM's approval	2 mins.		Iris Abiera
2	Wait for GM's approval	Approve or disapprove client's request	1 day		GM Anselmo Sang Tian
		Receive letter from OGM indicating GM's action	5 mins.		
3	Upon approval, contact/see laboratory personnel for scheduling and further instruction	Determine payable account for the corresponding tests	5-10 mins.	Payment Form	Water Quality Div. Meinheart Catacte/ Leah Cabonce/
		Release Chain of Custody Form and sampling bottles if needed Assign schedule for submission of sample	5 mins.	Chain of Custody Form	Water Quality Div. Meinheart Catacte/ Leah Cabonce/
4	Pay corresponding amount to the Teller	Issue official receipt upon payment	20 mins.	Official Receipt	Jennifer Badana BCWD Tellers - Marrie Vic Beltran/ Nalyne Dorilag/ Nermla Magtibay/ Archibald Ricaforte
5	Submit sample and completely filled-up Chain of Custody Form on scheduled date	Analysis of sample	5 days	Chain of Custody Form	Water Quality Div. Meinheart Catacte/ Leah Cabonce
		Prepare, encode & sign test results	1 day		Water Quality Div. Meinheart Catacte/ Leah Cabonce
		Sign / noted the test results	1 day		Atty. Elsie Alejandro
		Final review of signed test results and file "For Release"			Meinheart Catacte/ Leah Cabonce
6	Get laboratory test results & sign the Laboratory Outgoing Logbook	Release duly signed test results with stamp "RELEASED"	15 mins.		Clerk Processor (Laboratory)
END OF TRANSACTION					



SERVICE PLEDGE



We, the officials and employees of the **Butuan City Water District**, commit to :

Serve you from Monday to Friday, 8:00 A.M. to 5:00 P.M. (No Noon Break), and every Saturday, from 8:00 A.M. to 11:30 A.M.;

Attend to you as soon as you enter the premises of the District;

Respond to your queries or complaint about our services soonest or within the day through our Public Assistance and Complaint Desk and take corrective measures;

Assure you that you will be served by authorized personnel with proper identification;

Provide courtesy lane to those with special needs, such as the differently-abled, pregnant women, and senior citizens;

Provide up-to-date information on our policies, programs, activities and services through our website (www.bcwd.gov.ph), telephone numbers 085.3423145/46, Bayantel Hotline No. 143 or PLDT Hotline No. 1622, and print and broadcast media.

All these we pledge,
Because **YOU** deserve no less.



FEEDBACK AND REDRESS MECHANISMS



Please let us know how we have served you by doing the following :

- ✓ Accomplish our Feedback Form provided at the Public Assistance and Complaint Desk.
- ✓ You can also visit our website at www.bcwd.gov.ph for more information and updates or for on-line feedback.
- ✓ You can also talk to our PUBLIC ASSISTANCE AND COMPLAINT DESK in-charge or to our CUSTOMER SERVICE DIVISION personnel for assistance either by personal visit to the office or by phone call (085.3423146, Bayantel Hotline No. 143 or PLDT Hotline No. 1622).

THANK YOU for helping us continuously improve our services.



CLIENT COMPLAINT/FEEDBACK FORM



Name : _____

Address : _____

Email Address (if any) : _____

Contact Number(s) (if any) : _____

Organization / Agency : _____

Person(s) Complained of : _____

Nature of Complaint : _____

When did it happen? _____

Facts of the Complaint : _____

Desired Action from our Office : _____

Signature : _____

Date : _____



CLIENT COMPLIMENT FORM



Name : _____

Address : _____

Email Address (if any) : _____

Contact Number(s) (if any) : _____

Organization / Agency : _____

Person(s) Complimented : _____

Nature of Compliment : _____

Facts of the Incident : _____

Signature : _____

Date : _____