



BUTUAN CITY WATER DISTRICT

CITIZEN'S CHARTER HANDBOOK

2023 EDITION



Replicating Nature's Way



BUTUAN CITY WATER DISTRICT

CITIZEN'S CHARTER
2023 Edition



I. Mandate:

Pursuant to Presidential Decree No. 198, Chapter II, Sec. 5 (Provincial Water Utilities Act of 1973), Butuan City Water District was created for the purpose of the following:

1. Acquiring, installing, improving, maintaining and operating water supply and distribution system for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
2. Providing, maintaining, and operating waste water collection, treatment and disposal facilities; and
3. Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

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

III. Mission:

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

IV. 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), facebook page (Butuan City Water District), telephone numbers (085) 342-3145/46, cellphone numbers 0918-930-4234 (Smart) and 0917-188-8726 (Globe), and print and broadcast media.

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

V. Core Values:

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



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Commercial Services Department

External Services



1.1. NEW SERVICE CONNECTION (NSC) APPLICATION

Processing of Application for New Service Connection.

Office or Division:	Customer Service Division (CSD), Cashiering Division, Engineering Department
Classification:	Simple and Complex
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government
Who may avail:	Butuan City Residents
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Attendance to the Orientation Seminar	<i>Face-to-Face:</i> Every Friday 9:00 am – 11:00 am @ BCWD Bldg. located @ J. A. Rosales Ave., Butuan City <i>Online:</i> visit our website @ www.bcwd.gov.ph/awas/
2. Barangay Clearance (1 original, 2 photocopies)	Barangay Office where the connection is located
3. Any of the following: (photocopy) <ul style="list-style-type: none"> a. Building Permit b. Certificate of Award c. Certificate of Ownership/ Certificate of Occupancy d. Land Title/ Transfer Certificate of Title (TCT) e. Tax Declaration f. Waiver (4 copies duly notarized) 	City Engineer's Office City Housing & Development Office Housing Developer City Engineer's Office Registry of Deeds City Assessor's Office Butuan City Water District – Commercial Services Department/ Customer Service Division/ CSA-B In-charge of NSC
4. 2x2 ID Picture (1pc)	Clients Preference

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Customer Service Division - NSC	1.1 Receive the needed documents	None	5 Minutes	CSA-B In-charge of NSC (CSD)
	1.2 Verify from the computer as to whether applicant has long outstanding accounts	None	5 Minutes	CSA-B In-charge of NSC (CSD)
	1.3 Investigate and estimate proposed service connection lines, and prepare report with sketch and corresponding charges Leave a copy of the inspection report together with the submitted documents to the concessionaire	None	12 Hours	CSA-A NSC Investigator (CSD)
2. Attend Orientation Seminar	2. Conduct Orientation-Seminar (Face-to-Face or Online)	None	2 Hours	CSO-B (CSD)



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return the Application for NSC Inspection Report and the attached documents to Customer Service Division-NSC, sign Contract and have it notarized	3.1 Process Application and Contract and other documents for signature of the applicant	None	20 Minutes	CSA-B In-charge of NSC (CSD)
	3.2 Issue computer-generated Seminar Number	None	5 Minutes	CSA-A In-charge of NSC (CSD)
4. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system for collection		None	30 Minutes	
5. Pay installation charges in the Cashiering Division	5. Receive the amount and issue corresponding official receipt	For Residential Connection (Size: 1/2" ø) – PHP 3,917.30 For Commercial Connection (Size: 1/2" ø) – PHP 4,334.60	2 Minutes	BCWD Tellers (Cashiering Division)
6. Present official receipt and return all documents to Customer Service Division - NSC	6.1 Accomplish other supporting documents and assign corresponding service connection number and control number	None	20 Minutes	CSO-B (CSD)
	6.2 Verify and approve Service Application Connection Order a. Investigation – Customer Service Asst. A (NSC Investigator)	None	5 Minutes	CSA-A NSC Investigator (CSD)
	b. Verification – Customer Service Officer B c. Approval – Division Manager		10 Minutes Within the Day	CSO-B (CSD) Division Manager (CSD)
7. Accept and acknowledge water meter receipt and materials installed	7. Install service connection a. Simple Installation - With Installed Cluster Stand b. Complex Installation - Without Installed Cluster - Crossroad Tapping - Without Distribution Line	None	1-3 Working days 4-7 Working days	NSC Installation Team (Engineering Department)
TOTAL:		For Residential Connection (Size: 1/2" ø) – PHP 3,917.30 For Commercial Connection (Size: 1/2" ø) – PHP 4,334.60	For Simple - 1-3 Working Days For Complex - 4-7 Working Days	



1.2. REQUEST TO REOPEN SERVICE CONNECTION

Process of Re-opening Service Connection (Reopen Padlock/ Re-Install Water Meter).

Office or Division:	Customer Service Division (CSD), Cashiering Division, Pipeline & Appurtenances Maintenance Department (PAMD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government
Who may avail:	BCWD Concessionaires whose Service Connections have been disconnected
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. - 5:00 P.M. (No noon break) Saturday, 8:00 - 11:30 A.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For non-owners or tenants: a. Authorization Letter from the registered owner (1 original copy) b. Owner and representative's ID	Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system for Overdue Bills		None	10 Minutes	
2. Present overdue water bill at the Customer Services Division Counter # 9 to 11	2.1 Receive overdue water bill and scan / print ledger / statement of accounts	None	10 Minutes	CSA-B In-charge of Reconnection (CSD)
	2.2 Prepare reconnection charges	None	1 Minute	CSA-B In-charge of Reconnection (CSD)
	2.3 Forward to CSO-B/ Division Manager if payment is below 75%	None	1 Minute	CSA-B In-charge of Reconnection (CSD)
	2.4 Approve or disapprove payment amount (for those below 75%)	None	2 Minutes	CSO-B/ Division Manager (CSD)
3. Wait for the number to be flashed in the queuing system for collection		None	30 Minutes	
4. Pay amount to the Teller in the Cashiering Division	4. Process payment & issue official receipt	Reconnection Fee: PHP 100.00 Service Fee: (for Re-Install Water Meter) PHP 100.00 Inspection Fee: (for Accounts Closed from year 2000 & earlier) PHP 100.00	2 Minutes	BCWD Tellers (Cashiering Division)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present official receipt & copy of reconnection charges at the Customer Services Division Counter # 8	5.1 Give schedule of reconnection and return the official receipt to the concessionaire	None	2 Minutes	<i>CSA-B In-charge of Reconnection (Customer Service Division)</i>
	5.2 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 Minute	<i>CSA-B In-charge of Maintenance Order (CSD)</i>
	5.3 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 Minutes	<i>Clerk Processor (PAMD/ PLCD)</i>
	5.4 Segregate/ classify the received request/ order, schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/ area	None	3 Minutes	<i>Team Leader of Reconnection Team</i>
	5.5 Receive request/ order and prioritize according to nature and location	None	3 Minutes	<i>Assigned Personnel from Reconnection Team</i>
	5.6 Conduct the following: a. Reopen padlock/ citilock b. Re-install water meter	None	Within 24 hours after payment of reconnection fees 2-3 Working days after payment of reconnection fees	<i>Assigned Personnel from Reconnection Team</i>
6. Acknowledge the accomplished request for re-install water meter and sign the water meter receipt copy	6.1 Present copy of request/ order to concessionaire after completion of the activity (Re-install water meter)	None	1 Minute	<i>Assigned Personnel from Reconnection Team</i>
	6.2 Report the acknowledged accomplished request/ order	None	3 Minutes	<i>Assigned Personnel from Reconnection Team</i>



TOTAL:	<p>For Reopen Padlock: PHP 100.00</p> <p>For Re-Install Water Meter (Closed from year 2001 'till present): PHP 200.00</p> <p>For Re-Install Water Meter (Closed from year 2000 and earlier): PHP 300.00</p>	<p>For Reopen Padlock: Within 24 hours after payment of reconnection fees</p> <p>For Re-Install Water Meter: 2-3 Working days after payment of reconnection fees</p>	
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1.3. REQUEST FOR CHANGE NAME

If the concessionaire wishes to update his/ her customer's record when the account is bought, owner is deceased, change status and the like.

Office or Division:	Customer Service Division (CSD), Cashiering Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government
Who may avail:	BCWD Concessionaires
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any of the following:	
a. Waiver of Rights (duly notarized, 1 original)	Previous Owner
b. Deed of Absolute Sale (duly notarized, 1 photocopy)	Buyer and/ or Seller
c. Land Title/ Award/ Tax Declaration (1 photocopy)	Land Registration Authority/ National Housing Authority/ City Assessor's Office
d. Certificate of Occupancy (1 photocopy)	Developer's Office (Subdivision)
e. Death Certificate (1 photocopy)	Philippine Statistics Authority
f. Marriage Contract (1 photocopy)	Philippine Statistics Authority
2. 2 Valid ID's (1 copy)	Any Government Issued ID
3. Contract for Water Services (duly notarized, 1 original)	Butuan City Water District – Commercial Department/ Customer Service Division/ CSA-B In-charge of NSC
4. Attendance to the Orientation Seminar	Held every Friday, 9:00 – 11:00 A.M. at the BCWD office or via on-line seminar at www.bcwd.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Customer Assistance Counter in CSD for requirements	1. Provide checklist of requirement for change name	None	5 Minutes	CSA-B In-charge of Inspection Order (CSD)
2. Attend Orientation Seminar	2. Conduct Orientation-Seminar (Face-to-Face or Online)	None	2 Hours	CSO-B (CSD)
3. Submit necessary requirements to Customer Assistance Counter in CSD	3.1 Check/ verifies submitted requirements	None	5 Minutes	CSA-B In-charge of Inspection Order (CSD)
	3.2 Issue payment slip	None	1 Minute	CSA-B In-charge of Inspection Order (CSD)
4. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system for collection		None	30 Minutes	
5. Pay change name fee in the Cashiering Division	5. Receive the amount and issue corresponding official receipt	Change Name Fee - PHP 200	2 Minutes	BCWD Tellers (Cashiering Division)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present official receipt to Customer Assistance Counter	6. Records official receipt number then return the official receipt to the concessionaire and prepare report	None	1 Minute	CSA-B In-charge of Inspection Order (CSD)
TOTAL:		Change Name Fee - PHP 200	2 Hours, 45 Minutes	



Commercial Services Department

Internal Services



1.4. BILL HANDLING PROCESS

Process of distributing water bills to the concessionaires.

Office or Division:	Customer Accounts Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	All BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Saturday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaire acknowledges receipt of the bill by signing on the space provided for in the office copy of bill	1.1 Bill Handler gets his assigned bills and performed house-to-house distribution of water bills. If no one is around, Bill Handler may place the bill inside the mailbox, if any, or may leave or staple the bill on the door or gate and writes corresponding remarks in the office copy of the bill	None	Within 8 Hours	USA-C (CAD)
	1.2 Returns to the office and fills up actual number of bills delivered on Bill Handling Monitoring sheet and on individual logbook for accomplishment	None	Within 8 Hours (following day)	USA-C (CAD)
	1.3 Turns over accomplished bill handling to CSO-A			
	1.4 Prepare and submit two (2) copies of Meter Reader/Bill Handler's Request Report and turns over accomplished bill handling to CSO-A			
TOTAL:		None	Within 8 Hours	



1.5. METER READING PROCESS

Process of getting the actual water consumption of every concessionaires.

Office or Division:	Customer Accounts Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	All BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Saturday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concessionaire waits for their monthly billing	1.1 Meter reader gets the Data Collector assigned to him and proceeds to the area	None	Within 8 Hours	USA-C (CAD)
	1.2 Locate water meter and input the actual reading in the data collector			
	1.3 Determine if there are water meters that need maintenance or service request then prepare and submit two (2) copies of the Meter Reader/Bill Handler's Request Report to CSO-A			
	1.4 The Customer Service Division prepares necessary Maintenance Order and Service Request based on the reports submitted by the Meter Readers	None	5 Minutes	CSA-B (CSD)
TOTAL:		None	Within 8 Hours	



Finance Department

External Services



2.1. PAYMENT OF WATER BILLS & OTHER FEES

Process of paying Water Bills (For Concessionaires with Lost/No Water Bills), Installation Charges, Water Analysis, Water Meter Calibration and Other Fees.

Office or Division:	Cashiering Division, Customer Service Division (CSD), Office of the General Manager (OGM), General Services Division (GSD), BAC (Procurement Unit), Production & Distribution Department (PDD)-Water Quality Division, Finance Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government
Who may avail:	All BCWD Concessionaires & Outside Clients
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. - 5:00 P.M. (1.a and 1.b) Saturday, 8:00 - 11:30 A.M. (1.a and 1.b) Monday to Friday, 8:00 A.M.–12:00 NOON and 1:00–5:00 P.M. (1.c to 1.e)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get form/ account & control number & corresponding amount : a. Water Bills (Commercial Services Department) b. Installation Charges (Commercial Services Department) c. Water Meter Calibration (Non-Concessionaire) – General Services Division 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.)	1. Issue form/ account & control number & corresponding amount	None	10 Minutes	CSA-B (CSD) GSD Personnel <i>Principal Chemist/ MedTech II</i> (Water Quality Division) <i>Clerk Processor</i> (OGM) BAC Secretariat (Procurement Unit) <i>Accountant</i> (Finance Department)
2. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system for collection		None	30 Minutes	
3. Pay corresponding amount in the Cashiering Division	3. Process payment & issue official receipt	Dependent on the nature of transaction	2 Minutes	<i>BCWD Tellers</i> (Cashiering Division)
TOTAL:		Dependent on the nature of transaction	42 Minutes	



2.2. PAYMENT OF WATER BILLS AT COLLECTING AGENTS

Process of paying Water Bills to BCWD's Assigned Collecting Agents.

Office or Division:	Collecting Agents: 1. Clarhez Ticketing & Services (Libertad Highway) 2. C5 Hardware (Rosewood Arcade) 3. Berry Happy Mart (Pizzaro St., J.P. Rizal) 4. JPL Bayad Center (Ampayon Market) 5. Tam Payment & Remittance Center (Wing-On Corporate Bldg.) 6. SM Mart (J.C. Aquino) 7. RG Foods and General Merchandise (A.D. Curato St.)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	All BCWD Concessionaires with Blue Bills			
Schedule of Availability of Service:	Monday – Saturday, 8:00 A.M. - 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	AGENT-IN-CHARGE
1. Present current water bills (blue bills) and pay corresponding amount	1. Process payment & issue official receipt	The BCWD authorized Collecting Agent is imposing a PHP 10.00 collection fee in every transaction made	2 Minutes	- Clarhez Ticketing & Services - C5 Hardware - Berry Happy Mart - JPL Bayad Center - Tam Payment & Remittance Center - SM Mart - RG Foods and General Merchandise
TOTAL:		PHP 10.00 collection fee in every transaction made	2 Minutes	



2.3. PAYMENT OF WATER BILLS AT COLLECTING BANKS

Process of Paying Water Bills to BCWD's Assigned Collecting Banks.

Office or Division:	Veterans Bank (J. C. Aquino Avenue, Butuan City)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	All BCWD Concessionaires with Blue Bills			
Schedule of Availability of Service:	Monday – Friday, 9:00 A.M. - 3:30 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	AGENT-IN-CHARGE
1. Present current water bills (blue bills) and pay corresponding amount	1. Process payment & issue official receipt	None	2 Minutes	- Veterans Bank
TOTAL:		None	2 Minutes	



2.4. PAYMENT OF WATER BILLS ONLINE

Process of paying Water Bills online through ECPay Online Collecting System (Gcash, Paymaya, 7-eleven and RD Pawnshop).

Office or Division:	ECPay Online Collecting Agents: 1. Gcash 2. Paymaya 3. 7-eleven 4. RD Pawnshop			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	All BCWD Concessionaires with Current Blue Bills			
Schedule of Availability of Service:	Anytime, at least 4 days before due date or 1 day after due date			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	AGENT-IN-CHARGE
1. Log-in to your Gcash/ Paymaya app: a. Choose and click “Bills” option b. Select “Water Utility” c. Scroll down. Choose and click “Butuan City Water District” d. Input your account details: - for Control Number, input control number including the dash (e.g. 123-45678-9) - for Account Name, input first name then surname format, special character not allowed (e.g. Juan dela Cruz) - input exact amount (before due date: total amount due, after due date: total amount to be paid after due date) Or Proceed to any outlets of 7-eleven and RD Pawnshop	1. Process payment & issue transaction receipt	The BCWD authorized Collecting Agent is imposing a PHP 10.00 collection fee in every transaction made	2 Minutes	- Gcash - Paymaya - 7-eleven - RD Pawnshop
TOTAL:		PHP 10.00 collection fee in every transaction made	2 Minutes	



Management Services Department

External Services



3. REQUEST FOR CERTIFICATION

Customer may request certification from BCWD for housing subdivision and refilling station requirement.

Office or Division:	Community Relation & External Affairs Division (CREAD), Office of the General Manager (OGM), Cashiering Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses
Who may avail:	Customers
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Housing Subdivision:	
1. Letter of Recommendation (1 original)	BCWD - Engineering Department
2. Detailed/ As-built Plans and Drawings of the Water System (1 photocopy)	Subdivision
3. Notarized Memorandum of Agreement (1 original)	Notary Public
For Refilling Station:	
1. Deed of Undertaking (duly notarized, 1 original)	BCWD – CREAD
2. Letter of Recommendation (1 original)	BCWD - Commercial Services Department
3. Subsidiary Ledger (1 original)	BCWD - Commercial Services Department
4. Inspection Report (1 duplicate copy)	BCWD - Commercial Services Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter with needed attachment if any (Detailed/ As-built Plans & Drawing of the Water System and MOA for housing subdivision; and Deed of Undertaking for Refilling Station) and submit to the Office of the General Manager for approval	1.1 Receive and log request and forward it to GM	None	5 Minutes	Secretary (OGM)
	1.2 Approved request and forward to concerned department	None	1-3 Working Days	General Manager
	1.3 Concerned department (Engineering, CSD and PDD) will prepare letter of recommendation and other attachment if any and forward the same to CREAD	None	30 Minutes	Supervisor (Engineering, CSD and PDD)
	1.4 Receive recommendation for the issuance of certificate from concerned departments with complete attachment	None	5 Minutes	Clerk Processor (CREAD)
	1.5 Prepare the requested certification	None	30 Minutes	Community Relation Chief (CREAD)
	1.6 Forward certification to GM's Secretary for signature	None	2 Minutes	Clerk Processor (CREAD)
	1.7 Sign the certification	None	1-3 Working Days	General Manager
	1.8 Inform Clients for the release of approved Certification	None	2 Minutes	Secretary (OGM)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Go to the Secretary of the General Manager for the payment slip	2. Issue payment slip	None	1 Minute	Secretary (OGM)
3. Pay corresponding fee in the Cashiering Division	3. Receive the amount and issue corresponding official receipt	Certification Fee – PHP 150.00	2 Minutes	BCWD Tellers (Cashiering Division)
4. Return to the Secretary of the General Manager to acknowledge/accept approved certification	4. Release approved certification	None	2 Minutes	Secretary (OGM)
TOTAL:		Certification Fee – PHP 150.00	1-3 Working Days	



Pipeline and Appurtenances Maintenance Department

External Services



4.1. REQUEST FOR CHANGE DAMAGED WATER METER

Responding to concessionaire's request to change damaged water meter.

Office or Division:	Pipeline & Appurtenances Maintenance Department (PAMD)/ Pipeline & Leakage Control Division (PLCD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M. Saturday, 8:00 - 11:30 A.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division	None	3 Minutes	BCWD Call Center (CREAD)
	1.2 Prepare inspection order and forward order to the inspector	None	3 Minutes	CSA-B In-charge of Inspection Order (CSD)
2. Conformed to the inspection made and the charging of damaged water meter cost to your account	2.1 Conduct site inspection and make recommendation on charging of water meter cost to concessionaire and have it signed by the concern concessionaire Return the accomplished inspection order/ report to CSA-B In-charge of Inspection Order	None	1-2 Working Days	CSA-A/ B (CSD)
	2.2 Evaluate the report and refer the account to CSA-B In-charge of Maintenance Order	None	3 Minutes	CSA-B In-charge of Inspection Order (CSD)
	2.3 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)
	2.4 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 Minutes	Clerk Processor (PAMD/ PLCD)
	2.5 Schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/ area	None	3 Minutes	Acting Supervising Engineer B/ Engineer A/ Eng'g Asst. (PAMD/PLCD)
	2.6 Receive request/ order and prioritize according to nature and location	None	3 Minutes	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD))



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Change damage water meter (simple case)	None	1 day upon receipt of request/ order	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
3. Acknowledge the accomplished request and sign the Water Meter Receipt Form	3.1 Present copy of the Water Meter Receipt Form/ Materials Used upon completion of the activity	None	1 Minute	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
	3.2 Report the acknowledged accomplished request/ order	None	3 Minutes	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
TOTAL:		None	1-3 Working Days	



4.2. REQUEST FOR REPLACEMENT OF STOLEN WATER METER

Responding to concessionaire's request to replace the stolen water meter.

Office or Division:	Pipeline & Appurtenances Maintenance Department (PAMD)/ Pipeline & Leakage Control Division (PLCD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M. Saturday, 8:00 - 11:30 A.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Blotter (1 original)		Police Station (where the connection is located)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division	None	3 Minutes	BCWD Call Center (CREAD)
	1.2 Prepare inspection order and forward order to the inspector	None	3 Minutes	CSA-B In-charge of Inspection Order (CSD)
	1.3 Conduct site inspection and recommend appropriate action Return the accomplished inspection order/ report to CSA-B In-charge of Inspection Order	None	1-2 Working Days	CSA-A/ B (CSD)
	1.4 Evaluate the report and refer the account to CSA-B In-charge of Maintenance Order	None	3 Minutes	CSA-B In-charge of Inspection Order (CSD)
	1.5 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)
	1.6 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 Minutes	Clerk Processor (PAMD/ PLCD)
	1.7 Schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/ area	None	3 Minutes	Acting Supervising Engineer B/ Engineer A/ Eng'g Asst. (PAMD/PLCD)
	1.8 Receive request/ order and prioritize according to nature and location	None	3 Minutes	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9 Replace stolen water meter (simple case)	None	1 day upon receipt of request/ order	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
2. Acknowledge the accomplished request and sign the Water Meter Receipt Form	2.1 Present copy of the Water Meter Receipt Form/ Materials Used upon completion of the activity	None	1 Minute	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
	2.2 Report the acknowledged accomplished request/ order	None	3 Minutes	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
TOTAL:		None	1-3 Working Days	



4.3. REQUEST FOR TRANSFER CLUSTER

Responding to concessionaire's request of transfer cluster due to obstruction on private property caused by current construction improvement/s.

Office or Division:	Pipeline & Appurtenances Maintenance Department (PAMD)/ Pipeline & Leakage Control Division (PLCD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD)			
Classification:	Simple and Complex			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M. Saturday, 8:00 - 11:30 A.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division	None	3 Minutes	BCWD Call Center (CREAD)
	1.2 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network for transfer cluster	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)
	1.3 Receive and print the encoded maintenance order and submit to supervisor	None	3 Minutes	Clerk Processor (PAMD/ PLCD)
	1.4 Segregate/ classify the received order, schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/area	None	3 Minutes	Acting Supervising Engineer B/ Engineer A/ Eng'g Asst. (PAMD/PLCD)
	1.5 Receive order and prioritize according to nature and location	None	3 Minutes	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
	1.6 Conduct the following: a. Inspect service area for possible transfer of cluster and for evaluation b. Transfer cluster b.1 Simple Case b.2 Complex Case	None	1 day upon receipt of request/ order 1-2 Days 3-6 Days	All Team Leaders All Alternate Team Leaders, Acting Supervising Engineer B/ Engineer A / Eng'g Asst. (PAMD/PLCD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acknowledge the accomplished request and sign the order copy	2.1 Present copy of request/order to concessionaire after completion of the activity	None	1 Minute	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
	2.2 Report the acknowledged accomplished request/order	None	3 Minutes	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
TOTAL:		None	3-7 Working Days	



4.4. REQUEST FOR TRANSFER WATER METER

The concessionaire may request to transfer his/her water meter to another location of cluster connection provided that inspection should be made and then his/her request is permitted.

Office or Division:	Pipeline & Appurtenances Maintenance Department (PAMD)/ Pipeline & Leakage Control Division (PLCD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD), Cashiering Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division	None	3 Minutes	BCWD Call Center (CREAD)
	1.2 Prepare inspection order and forward order to the inspector	None	3 Minutes	CSA-B In-charge of Inspection Order (CSD)
2. Conformed to the inspection made	2. Inspect service area for possible transfer of water meter Inform and have the concessionaire signed the order/ result and give the duplicate copy	None	1-2 Working Days	CSA-A/ B (CSD)
3. Present result of inspection to Customer Service Division	3. Issue payment slip	None	1 Minute	CSA-B In-charge of Inspection Order (CSD)
4. Get priority number from kiosk located near the guard station at the main entrance and wait for the number to be flashed in the queuing system		None	30 Minutes	
5. Pay transfer fee in the Cashiering Division	5. Receive the amount and issue corresponding official receipt	Transfer Fee - PHP 100	2 Minutes	BCWD Tellers (Cashiering Division)
6. Present official receipt to Customer Services Division	6.1 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network Records official receipt number then return the official receipt to the concessionaire	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 Minutes	Clerk Processor (PAMD/ PLCD)
	6.3 Segregate/ classify the received request/ order, schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/ area	None	3 Minutes	Acting Supervising Engineer B/ Engineer A/ Eng'g Asst. (PAMD/PLCD)
	6.4 Receive request/ order and prioritize according to nature and location	None	3 Minutes	All Team Leaders/ All Alternate Team Leaders/Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
	6.5 Conduct transfer of water meter (simple case)	None	1-2 days upon receipt of request/ order	All Team Leaders/ All Alternate Team Leaders/Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
7. Acknowledge the accomplished request and sign the order copy	7.1 Present copy of request/ order to concessionaire after completion of the activity	None	1 Minute	All Team Leaders/ All Alternate Team Leaders/Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
	7.2 Report the acknowledged accomplished request/ order	None	3 Minutes	All Team Leaders/ All Alternate Team Leaders/Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
TOTAL:		Transfer Fee - PHP 100	1-3 Working Days	

Note: Concessionaire must prepare the affected pipe connection/s ready to be connected to the new location of the water meter.



4.5. REQUEST TO ELEVATE CLUSTER/ ALIGN WATER METER/ CEMENT CLUSTER BASE

Any citizen may request to elevate the cluster, to cement the cluster base, or to align the water meter for cluster/water meter perceived to be too low, already twisted/skewed, and almost fallen.

Office or Division:	Pipeline & Appurtenances Maintenance Department (PAMD)/ Pipeline & Leakage Control Division (PLCD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD)			
Classification:	Simple and Complex			
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government			
Who may avail:	BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division	None	3 Minutes	BCWD Call Center (CREAD)
	1.2 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)
	1.3 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 Minutes	Clerk Processor (PAMD/ PLCD)
	1.4 Segregate/ classify the received request/ order, schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/ area	None	3 Minutes	Acting Supervising Engineer B/ Engineer A/ Eng'g Asst. (PAMD/PLCD)
	1.5 Receive request/ order and prioritize according to nature and location	None	3 Minutes	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
	1.6 Execute elevation of cluster/ cement cluster base/ align water meter a.) Simple Case – cluster with 1-4 water meters b.) Complex Case – cluster/s with more than 4 water meters and/or involve concrete breaking/ cutting	None	1-3 Days 3-7 Days	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. If possible, concessionaire may acknowledge the accomplished request and signs the order copy	2.1 Present copy of request/ order to concessionaire after completion of the activity	None	1 Minute	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
	2.2 Report the acknowledged accomplished request/ order	None	3 Minutes	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
TOTAL:		None	1-7 Days	



4.6. RESPONSE TO COMPLAINT/ REPORT OF LEAKING IN TRANSMISSION, DISTRIBUTION AND SERVICE LINES

Responding to complaint/ report of leaking in transmission, distribution and service lines. The repair work is classified as Simple Case when the volume of excavation/demolition is little, and backfill/restoration is relatively easy; Complex Case is when the volume of excavation/demolition and backfill/restoration are large and strenuous; and, Highly Technical is when utilization of leak detection instrument/s and/or welding works are involve, and/or excavation/demolition and backfill/restoration are relatively larger and more strenuous caused by piling overtime.

Office or Division:	Pipeline & Appurtenances Maintenance Department (PAMD)/ Pipeline & Leakage Control Division (PLCD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD)
Classification:	Simple, Complex and Highly Technical
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G - Government to Government
Who may avail:	BCWD Concessionaires
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M. Saturday, 8:00 - 11:30 A.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division and/or PAMD	None	3 Minutes	<i>BCWD Call Center (CREAD)</i>
	1.2 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 Minute	<i>CSA-B In-charge of Maintenance Order (CSD)</i>
	1.3 Receive and print the encoded maintenance order and submit to supervisor, and/or receive complaint/report from call center agent and inform the supervisor	None	5 Minutes	<i>Clerk Processor (PAMD/ PLCD)</i>
	1.4 Segregate/ classify the received order, schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/area	None	3 Minutes	<i>Acting Supervising Engineer B/ Engineer A/ Eng'g Asst. (PAMD/PLCD)</i>
	1.5 Receive order and prioritize according to nature and location	None	3 Minutes	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Conduct the following: a. Repair leaking (Simple Case) b. Repair leaking (Complex Case) c. Repair leaking (Highly Technical)	None	1-2 Days 3-7 Days 20 Days	<i>All Team Leaders All Alternate Team Leaders (PAMD/PLCD)</i>
2. If possible, acknowledge the accomplished repair/ request	2.1 Present copy of the Water Meter Receipt Form/ Materials Used upon completion of the activity	None	1 Minute	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
	2.2 Report the acknowledged accomplished request/ order	None	3 Minutes	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
TOTAL:		None	1-20 Days	

Note: The repair work may take more than 20 days when the case is special such as, but not limited to, when Leak Detection needs extended time/days to locate the leak as weather condition and water pressure is/are not favorable.



4.7. RESPONSE TO “NO WATER” COMPLAINTS

How “No Water” complaints of Concessionaires are processed and BCWD’s response to such complaints. The complaint is classified as: Simple when one or minimal concessionaires is/are affected, Complex when works involved are relatively extensive, and Highly Technical when larger area/s are affected. This response is not applied if the concessionaires/areas are affected by the water service interruption (scheduled or emergency).

Office or Division:	Pipeline & Appurtenances Maintenance Department (PAMD)/ Pipeline & Leakage Control Division (PLCD), Production and Distribution Department (PDD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD)			
Classification:	Simple, Complex and Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M. Saturday, 8:00 - 11:30 A.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division and/or PAMD, PDD	None	1-3 Minutes	BCWD Call Center (CREAD)
	1.2 Prepare maintenance order and send request to the PAMD or PDD through local area network	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)
	1.3 Receive and print the encoded service request and submit to supervisor or to the assigned team/ personnel and inform the supervisor	None	10 Minutes	Clerk Processor (PAMD/PLCD) or Clerk Processor (PDD)
	1.4 Segregate/ classify the received request/ complaint, schedule the implementation and distribute to assigned team/ personnel	None	5 Minutes	Acting Supervising Engineer B/ Engineer A (PAMD/PLCD) or Acting Supervising Engineer B (PDD)
	1.5 Take action on the concessionaire’s complaint/s a. Simple b. Complex c. Highly Technical	None	1-2 Days 3-7 Days 8-15 Days	Acting Supervising Engineer B/ Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B/ All Team Leaders



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>All Alternate Team Leaders (PAMD/PLCD) or OIC-PDD/ Acting Supervising Engineer B/ Water Resource Facilities Tender B (PDD)</i>
2. Acknowledge & sign service request copy	2.1 Present service request copy to the concerned concessionaire	None	1 Minute	<i>Acting Supervising Engineer B/ Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B/ All Team Leaders All Alternate Team Leaders (PAMD/PLCD) or OIC-PDD/ Acting Supervising Engineer B/ Water Resource Facilities Tender B (PDD)</i>
	2.2 Report the accomplished service request	None	3 Minutes	<i>Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B/ All Team Leaders All Alternate Team Leaders (PAMD/PLCD) or Acting Supervising Engineer B/ Water Resource Facilities Tender B (PDD)</i>
TOTAL:		None	1-15 Days	

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.*



Production and Distribution Department

External Services



5.1. RESPONSE TO “WATER QUALITY” COMPLAINTS

How “Water Quality” Complaints of Concessionaires are Processed and BCWD’s Response to Such Complaints.

Office or Division:	Production and Distribution Department (PDD), Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD)			
Classification:	Simple (PDD)			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	BCWD Concessionaires			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M. Saturday, 8:00 - 11:30 A.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Phone-In Concessionaires - Request for assistance via BCWD Call Center Walk-In Concessionaires - Go directly to the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division and/or PDD	None	3 Minutes	BCWD Call Center (CREAD)
	1.2 Prepare maintenance order and send request to the Production and Distribution Department through local area network	None	2 Minutes	CSA-B In-charge of Maintenance Order (CSD)
	1.3 Receive and print Service Request	None	2 Minutes	Clerk Processor (PDD)
	1.4 Take action on concessionaire's complaint/s - Flushing Activity - Water Analysis (if necessary)	None	1-3 Days 5 Days	Water Resources Facilities Tender/s (PDD) Principal Chemist/ MedTech II (Water Quality Division)
2. Acknowledge & sign Service Request Form	2. Present Service Request Form to the concerned concessionaire	None	2 Minutes	Water Resources Facilities Tender/s (PDD)
TOTAL:		None	2-5 Working Days	



5.2. WATER ANALYSIS FOR OUTSIDE SAMPLES

Process of Requesting Physical-Chemical Analysis & Bacteriological Analysis from Outside samples.

Office or Division:	Production and Distribution Department (PDD)/ Water Quality Division, Office of the General Manager (OGM), Cashiering Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens, G2B – Government to Businesses, G2G – Government to Government
Who may avail:	Neighboring Water Districts, Government & Private Firms, Private Individuals
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–Thursday, 8:00 AM -12:00 Noon/ 1:00 PM - 3:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request (1 original)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request addressed to the General Manager for approval	1. Receive and endorse letter for GM's approval	None	2 Minutes	Clerk Processor (OGM)
2. Wait for GM's approval	2.1 Approve or disapprove client's request	None	1 Working Day	General Manager
	2.2 Receive letter from OGM indicating GM's action	None	5 Minutes	
3. Upon approval, contact/ see PDD personnel for the corresponding charges	3. Determine payable account for the corresponding tests and issue payment slip	None	5-10 Minutes	Clerk Processor (PDD)
4. Pay amount in the Cashiering Division	4. Process payment & issue official receipt	See next page for the full list of laboratory charges	2 Minutes	BCWD Tellers (Cashiering Division)
5. Return to the PDD personnel for scheduling and further instruction	5. Release Chain of Custody Form and sampling bottles if needed Assign schedule for submission of sample	None	5 Minutes	Clerk Processor (PDD)
6. Submit sample and completely filled-up Chain of Custody Form on scheduled date	6.1 Analysis of sample	None	5-15 Days 30 Days (for heavy metals)	Principal Chemist/ MedTech II (Water Quality Division)
	6.2 Prepare, encode & sign test results	None	1 Day	Principal Chemist/ MedTech II (Water Quality Division)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.3 Sign / noted the test results Final review of signed test results and file "For Release"	None	1 Day	Acting Department Manager Laboratory Head/ Principal Chemist/ MedTech II (PDD)
7. Get laboratory test results & sign the Laboratory Outgoing Logbook	7. Release duly signed test results with stamp "RELEASED"	None	15 Minutes	Clerk Processor (PDD)
TOTAL:		Dependent on the nature of transaction (see below list)	5-30 Working Days	

LIST OF BCWD LABORATORY CHARGES:

PARTICULARS	COST/SAMPLE
A. Phy-Chem Analysis	
<i>- Mandatory Parameters (8 parameters):</i>	
Water Districts	PHP 3,000.00
Refilling Stations/Non-Water Districts	PHP 4,500.00
Mining Firms	PHP 4,500.00
<i>- Primary & Secondary Parameters (17 parameters):</i>	
Water Districts	PHP 2,500.00
Refilling Stations/ Non-Water District	PHP 4,000.00
Mining Firms	PHP 4,000.00
<i>- Individual Parameters :</i>	
Temperature	PHP 100.00
Odor	PHP 100.00
Total Dissolved Solids	PHP 250.00
Specific Conductance	PHP 250.00
Turbidity	PHP 250.00
Color	PHP 250.00
Salinity	PHP 250.00
Total Suspended Solids	PHP 250.00
pH	PHP 250.00
Iron	PHP 350.00
Manganese	PHP 400.00
Chloride	PHP 400.00
Sulfate	PHP 400.00
Total Hardness	PHP 400.00
Magnesium Hardness	PHP 200.00

PARTICULARS	COST/SAMPLE
Calcium Hardness	PHP 300.00
Nitrate	PHP 500.00
Fluoride	PHP 400.00
Chlorine Residual	PHP 300.00
Copper	PHP 400.00
<i>- AAS Method:</i>	
Arsenic	PHP 2,000.00
Cadmium	PHP 2,000.00
Chromium	PHP 2,000.00
Copper	PHP 1,500.00
Iron	PHP 1,500.00
Lead	PHP 2,000.00
Manganese	PHP 1,500.00
Potassium	PHP 1,500.00
Sodium	PHP 1,500.00
B. Bacteriological Analysis	
MTFT (Total & Fecal)	PHP 700.00
Enzyme Substrate (Total & Fecal)	PHP 900.00
HPC	PHP 300.00
PARTICULARS	
COST/SAMPLE	
<i>Sampling Bottles:</i>	
Phy-Chem Analysis	PHP 20.00
Bacteriological Analysis	PHP 85.00



Administrative Services Department

External Services



6.1. REQUEST FOR PERSONNEL RECORDS

Process of requesting records pertaining to employee's (both former and present) details such as Certificate of Employment, Service Records and 201 File.

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	BCWD present and former employees			
Schedule of Availability of Service:	Monday – Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (1 original) - for Certificate of Employment and Service Records		Human Resource Division (HRD)		
Request for Release of 201 File - Form 3 (1 original)		Human Resource Division (HRD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, Fill-out and Submit Document Request Form/ Request for Release of 201 File	1.1 HRD provides the form needed	None	1 Minute	IRMA-A/ B (HRD)
	1.2 Review and verify submitted request form	None	2 Minutes	IRMA-A/ B (HRD)
	1.3 Prepare the requested document	None	1 Hour	IRMA-A/ B (HRD)
	1.4 Submit to the OGM the prepared document for the General Manager's signatory	None	1 Minute	IRMA-A/ B (HRD)
	1.5 The General Manager signs the requested document	None	1 Working Day	General Manager
2. Fill-up acknowledgement logbook/ Record on Release of 201 File	2. Release requested document to concerned employee	None	1 Minute	IRMA-A/ B (HRD)
TOTAL:		None	1 Working Day, 1 Hour, 5 Minutes	



Administrative Services Department

Internal Services



6.2. ISSUANCE OF MATERIALS TO REQUISITIONING DEPARTMENTS (OFFICE SUPPLIES STOCK)

Process of issuance of office supplies stock to requisitioning departments for office use.

Office or Division:	Property and Materials Management Division (PMMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BCWD Personnel (In-charge per department)			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Stock Requisition Slip (SRS) (1 original, 2 duplicate)		Property and Materials Management Division (PMMD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-out and submit approved SRS (office supplies)	1.1 Received, review & verify submitted approved SRS	None	1 Minute	<i>Admin Aide</i> (PMMD)
	1.2 Prepare the requested stock items - office supplies			
	1.2.A Assign Stock Number	None	5 Minutes	<i>Admin Aide</i> (PMMD)
	1.2.B Checks Availability of stocks required	None	3 Minutes	
	1.2.C Pull-out stock items needed	None	10 Minutes	
2. Received the requested stock items	2.1 Issuance of requested stock items to concerned employee/requisitioning dept.	None	1 Day	<i>Admin Aide</i> (PMMD)
TOTAL:		None	1 Day, 19 Minutes	



6.3. REQUEST FOR TRANSPORT SUPPORT SERVICES

Process of requesting service vehicles for office and field use.

Office or Division:	General Services Division (GSD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BCWD Personnel			
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 12:00 NOON and 1:00 – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Monthly Vehicle Assignments: (as per Dept./ Division requirement)				
1. Travel Schedule Form (1 original, 1 duplicate)		General Services Division		
For Office Personnel request for Vehicle:				
1. Request for Office Personnel Vehicle Form (1 original, 1 duplicate)		General Services Division		
2. Locator Slip (1 original)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Monthly Vehicle Assignments: (as per Department/ Division requirement)				
1. Secure, Fill out and submit Travel Schedule Form for the Department / Division	1.1 Furnish a copy of the Monthly Vehicle Assignment to Department / Division concerned	None	2 Minutes	Administration Services Asst. B (GSD)
	1.2 Prepare Driver's Trip Ticket	None	2 Minutes	Assigned District Vehicle Driver / Hired Vehicle Driver (GSD)
	1.3 Review and verify submitted Travel Schedule with duly filled up Driver's Trip Ticket	None	2 Minutes	Administration Services Asst. B (GSD)
	1.4 Travel Schedule with Driver's Trip Tickets for signature and approval	None	2 Minutes	Division Manager A (GSD)
	1.5 Informs the Concerned Dept. / Division of the approved Travel Schedule and Driver's Trip Ticket for travel in the assigned area	None	2 Minutes	Assigned District Vehicle Driver / Hired Vehicle Driver / ASA-B (GSD)
TOTAL:		None	10 Minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Office Personnel request for Vehicle:				
1. Secure, Fill out and submit Office Personnel Request for Vehicle Form with approved Locator Slip	1.1 GSD provides the form needed	None	1 Minute	<i>Clerk Processor B (GSD)</i>
	1.2 Review and verify submitted Request for Office Vehicle Form with attached approved Locator Slip	None	1 Minute	<i>Clerk Processor B (GSD)</i>
	1.3 Log reservation of Office Vehicle for requesting personnel	None	1 Minute	<i>Clerk Processor B (GSD)</i>
	1.4 Inform requesting personnel as per availability of Service Vehicle	None	3 Minutes	<i>Clerk Processor B (GSD)</i>
	1.5 Provision of office vehicle as per reservation or priority travel	None	3 Minutes	<i>Clerk Processor B (GSD)</i>
TOTAL:		None	9 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the Client Feedback Form and submit to the Office of the General Manager. Visit the website at www.bcwd.gov.ph Talk to BCWD Call Center thru Tel. No. (085) 342-3145/ 3146 or 0917-188-8726 (Globe), 0918-930-4234 (Smart)
How feedback are processed	The Office of the General Manager will forward the feedback to the relevant departments which they are required to answer.
How to file a complaint	Answer the Client Complaint Form and submit to the Office of the General Manager. Visit the website at www.bcwd.gov.ph Talk to BCWD Call Center thru Tel. No. (085) 342-3145/ 3146 or 0917-188-8726 (Globe), 0918-930-4234 (Smart)
How complaints are processed	The Office of the General Manager will forward the complaint to the relevant departments for their explanation and investigation in which they required to submit within 3 days. The General Manager will take appropriate action based on the reports submitted by the relevant departments. For inquiries and follow-ups call BCWD Call Center thru Tel. No. (085) 342-3145/ 3146 or 0917-188-8726 (Globe), 0918-930-4234 (Smart)
Contact Information of ARTA, PCC and CCB	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565

LIST OF OFFICE

Office	Address	Contact Information
BCWD Main Building	J. Rosales Avenue, Butuan City	(085) 342-3145/ 3146 0917-188-8726 (Globe) 0918-930-4234 (Smart)
BCWD Warehouse	Pump Station 1, Km. 3 Baan	0950-136-2946 (Smart)