



BUTUAN CITY WATER DISTRICT

CITIZEN'S CHARTER HANDBOOK

2024 EDITION



Replicating Nature's Way



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2024 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),

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) 817-6635/ 6736, 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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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 within the service area
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	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 Visit our website @ www.bcwd.gov.ph/awas/
4. Notarized Contract for Water Services	
5. Information Sheet with Applicant's 2x2 ID Picture (1pc.)	Visit our website @ www.bcwd.gov.ph/awas/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend online Orientation Seminar thru our website @ www.bcwd.gov.ph/awas/	1. Conduct Orientation-Seminar (Online)	None	30 Minutes	
2. Submit requirements to Counter 16 at Customer Service Division	2.1 Receive the needed documents	None	10 Minutes	CSA-B In-charge of NSC (CSD)
	2.2 Verify from the computer as to whether applicant has long outstanding accounts			
	2.3 Investigate and estimate proposed service connection lines, and prepare report with sketch and corresponding charges Leave a copy of the inspection report to the concessionaire	None	8 Hours	CSA-A NSC Investigator (CSD)
3. Return the Application for NSC Inspection Report to Counter 16 at Customer Service Division, sign needed documents	3.1 Process Application and prepare Service Application Connection Order (SACO) for signature of the applicant	None	20 Minutes	CSA-B In-charge of NSC (CSD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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 to the Tellers (Counter 1 to 5) at the Cashiering Division	5. Receive the amount and issue corresponding official receipt	Installation Fee plus Guaranty Deposit (see attached table)	5 Minutes	BCWD Tellers (Cashiering Division)
6. Present official receipt and return all documents to Counter 16 at Customer Service Division	6.1 Assign corresponding account number and control number	None	20 Minutes	CSA-A NSC Investigator (CSD)
	6.2 Verify and approve Service Application Connection Order (SACO): a. Verification – Division Manager b. Approval – Department Manager	None	15 Minutes 15 Minutes	Division Manager (CSD) Department Manager (CSD)
7. After installation of Water Meter, accept and acknowledge the 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	3 Working days 7 Working days	NSC Installation Team (Engineering Department)
TOTAL:		Installation Fee plus Guaranty Deposit (see attached table)	For Simple - 3 Working Days, 10 Hours, 30 Minutes For Complex – 7 Working Days, 10 Hours, 30 Minutes	

New Service Connection Application qualified for multi-stage processing.

SIZES	INSTALLATION FEE	GUARANTY DEPOSIT		TOTAL INSTALLATION CHARGES	
		RESIDENTIAL/ GOVERNMENT	COMMERCIAL	RESIDENTIAL/ GOVERNMENT	COMMERCIAL
1/2"	PHP 3,500.00	PHP 417.30	PHP 834.60	PHP 3,917.30	PHP 4,334.60
3/4"	PHP 3,500.00	PHP 667.60	PHP 1,335.20	PHP 4,167.60	PHP 4,835.20
1"	PHP 3,500.00	PHP 1,335.30	PHP 2,670.60	PHP 4,835.30	PHP 6,170.60
2", 3", 4"	PHP 46,073.00	PHP 8,346.00	PHP 16,692.00	PHP 54,419.00	PHP 62,765.00

Note:

1. The responsibility and jurisdiction of the Butuan City Water District ends until the water meter. It is the responsibility of the concessionaire to install in-house plumbing connection from the water meter to his residence or establishment, including repair/ maintenance works.
2. The water meter and its angle/ compound valve is a property of the Butuan City Water District, in case of damage, concessionaires will be held liable and will be charged to their account.
3. Concessionaires are given the option to install their own water meter valve for their personal use.



1.2. REQUEST FOR CHANGE DAMAGED WATER METER

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

Office or Division:	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.

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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires - Go directly to Counter 15 at the Customer Service Division	1.1 Receive request thru phone call and forward concern to Customer Service Division	None	3 Minutes	<i>BCWD Call Center (CREAD)</i>
	1.2 Prepare inspection order and forward order to the inspector	None	3 Minutes	<i>CSA-B In-charge of Inspection Order (CSD)</i>
2. Conformed to the onsite 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	2 Working Days	<i>CSA-A/ B (CSD)</i>
	2.2 Evaluate the report and refer the account to CSA-B In-charge of Maintenance Order	None	3 Minutes	<i>CSA-B In-charge of Inspection Order (CSD)</i>
	2.3 Prepare maintenance order and send request to the personnel in charge through local area network	None	1 Minute	<i>CSA-B In-charge of Maintenance Order (CSD)</i>
	2.4 Receive and print Maintenance Order/ Service Request	None	6 Minutes	<i>Sr. Water Sewerage Maintenance Man (CSD)</i>
	2.5 Schedule the implementation and distribute to assigned team			



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Receive request/ order and prioritize according to nature and location 2.7 Change damage water meter (simple case)	None	3 Working Days	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (CSD)
3. After replacement of the damage water meter, 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 3.2 Report the acknowledged accomplished request/ order			
TOTAL:		None	5 Working Days, 16 Minutes	

Request for Change Damaged Water Meter qualified for multi-stage processing.



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 and New Owner
b. Deed of Absolute Sale (duly notarized, 1 photocopy)	Vendor and Vendee
c. Land Title/ Award/ Tax Declaration (1 photocopy)	Land Registration Authority/ National Housing Authority/ City Assessor's Office
d. Birth Certificate (1 photocopy)	Philippine Statistics Authority
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)	Visit our website @ www.bcwd.gov.ph/awas/
4. Attendance to the Orientation Seminar	On-line seminar at www.bcwd.gov.ph/awas/

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Counter 15 at Customer Services Division for requirements	1. Provide checklist of requirement for change name	None	5 Minutes	CSA-B In-charge of Inspection Order (CSD)
2. Attend online Orientation Seminar thru our website @ www.bcwd.gov.ph/awas/	2. Conduct Orientation-Seminar (Online)	None	30 Minutes	
3. Submit necessary requirements to Counter 15 at Customer Services Division	3.1 Check/ verifies submitted requirements 3.2 Issue payment slip	None	6 Minutes	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 to the Tellers (Counter 1 to 5) at 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 Counter 15 at Customer Services Division	6. Records official receipt number then return the official receipt to the concessionaire and prepare report	None	2 Minutes	CSA-B In-charge of Inspection Order (CSD)
TOTAL:		Change Name Fee - PHP 200	1 Hour, 15 Minutes	



1.4. REQUEST FOR REPLACEMENT OF STOLEN WATER METER

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

Office or Division:	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.

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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires - Go directly to Counter 15 at the Customer Service Division and submit Police Blotter regarding the stolen water meter	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	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 personnel in charge through local area network	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)
	1.6 Receive and print Maintenance Order/ Service Request	None	6 Minutes	Sr. Water Sewerage Maintenance Man (CSD)
	1.7 Schedule the implementation and distribute to assigned team			
	1.8 Receive request/ order and prioritize according to nature and location	None	3 Minutes	Water Sewerage Maintenance Man B (CSD)
	1.9 Replace stolen water meter		3 Working Days	
2. After replacement of the stolen water meter, 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 2.2 Report the acknowledged accomplished request/ order			
TOTAL:		None	5 Working Days, 19 Minutes	

Request for Replacement of Stolen Water Meter qualified for multi-stage processing.



1.5. 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:	Customer Service Division (CSD), Community Relation & External Affairs Division (CREAD), Cashiering Division, Production and Distribution Department (PDD)			
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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires - Go directly to Counter 15 at 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	2 Minutes	CSA-B In-charge of Inspection Order (CSD)
2. Conformed to the inspection made	2.1 Inspect service area for possible transfer of water meter Inform and have the concessionaire signed the order/result and give the duplicate copy	None	2 Working Days	CSA-A/ B (CSD)
	2.2 Record the result of the inspection and endorse to PDD to check on water availability of the new location of water meter	None	3 Minutes	CSA-B In-charge of Inspection Order (CSD)
	2.3 Check the water availability and remark the result on the inspection report and return the copy to CSD	None	5 Minutes	Personnel-in-Charge (PDD)
3. Present result of inspection to Counter 15 at the 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	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Pay transfer fee to the Tellers (Counter 1 to 5) at the Cashiering Division	5. Receive the amount and issue corresponding official receipt	Transfer Fee (Repositioning of water meter in the same cluster) – PHP 450 Transfer Fee (Another Cluster) – PHP 1,200	2 Minutes	BCWD Tellers (Cashiering Division)
6. Present official receipt to Counter 8 at the Customer Services Division	6.1 Prepare maintenance order and send request to personnel in charge 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)
	6.2 Receive and print Maintenance Order/ Service Request 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	6 Minutes	Sr. Water Sewerage Maintenance Man (CSD)
	6.4 Receive request/ order and prioritize according to nature and location 6.5 Conduct transfer of water meter	None	3 Days	Water Sewerage Maintenance Man B (PAMD/PLCD)
7. After the transfer, acknowledge the accomplished request and sign the order copy	7.1 Present copy of request/ order to concessionaire after completion of the activity 7.2 Report the acknowledged accomplished request/ order			
TOTAL:		Transfer Fee (Repositioning of water meter in the same cluster) – PHP 450 Transfer Fee (To another cluster) – PHP 1,200	5 Working Days, 46 Minutes	

Request for Transfer Water Meter qualified for multi-stage processing.

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



1.6. REQUEST FOR SERVICE CLOSURE

The concessionaire may opt for voluntary disconnection of his/her service connection, as such a formal request is needed to process the withdrawal of meter.

Office or Division:	Customer Service Division (CSD), Procurement & Records Services Division (PRSD), Office of the General Manager (OGM), 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. - 5:00 P.M. (No noon break)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If owner of the account:	
1. Valid ID (photocopy if request is made through a letter)	Any Government Issued ID
If representative:	
1. Authorization letter	Owner of the account
2. Valid IDs of the owner of the account and the authorized representative (Photocopy)	Any Government Issued ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request - Submit the letter request with the necessary attachment to the Clerk Processor at the Procurement & Records Services Division and leave contact number and proceed to Counter 8 at the Customer Service Division Walk-In Request - Go directly to Counter 8 at the Customer Service Division	1.1 Received and log letter and forward to the Office of the General Manager	None	5 Minutes	Clerk Processor (PRSD)
	1.2 Received and endorse letter for GM's approval and upon approval forward to Customer Service Division	None	1 Working Day	Secretary (OGM)
	1.3 Received needed documents, verify account and issue payment slip	None	5 Minutes	CSA-B In-charge of Maintenance Order (CSD)
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 amount to the Tellers (Counter 1 to 5) at the Cashiering Division	3. Receive the amount and issue corresponding official receipt	Shut-off Fee - PHP 100	2 Minutes	BCWD Tellers (Cashiering Division)
4. Present official receipt to Counter 8 at Customer Services Division and signed in the logbook	4.1 Prepare maintenance order and send request to the personnel in charge through local area network	None	1 Minute	CSA-B In-charge of Maintenance Order (CSD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Log account details in the request closure logbook and have the customer signed	None	4 Minutes	<i>CSA-B In-charge of Maintenance Order (CSD)</i>
	4.3 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	1 Minute	<i>Clerk Processor (CSD)</i>
	4.4 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	2 Minutes	<i>Team Leader of Disconnection Team</i>
	4.5 Receive request/ order and prioritize according to nature and location 4.6 Conduct withdrawal of water meter	None	2 Working Days after payment	<i>Assigned Personnel from Disconnection Team</i>
TOTAL:		Shut-off Fee - PHP 100	3 Working Days, 50 Minutes	



1.7. 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			
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)			
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 Valid 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 to Counters 9 to 11 at Customer Services Division	2.1 Receive overdue water bill and scan / print ledger / statement of accounts	None	8 Minutes	CSA-B In-charge of Reconnection (CSD)
	2.2 Prepare reconnection charges			
	2.3 Forward to CSO-B/ Division Manager if payment is below 75%	None	5 Minutes	CSO-B/ Division Manager (CSD)
	2.4 Approve or disapprove payment amount (for those below 75%)			
3. Wait for the number to be flashed in the queuing system for collection		None	30 Minutes	
4. Pay amount to the Tellers (Counter 1 to 5) at the Cashiering Division	4. Process payment & issue official receipt	Water Bill Balance Reconnection Fee: PHP 200.00 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 to Counter 8 at Customer Services Division	5.1 Record Official Receipt Number to Reopen Charges and return the official receipt to the concessionaire	None	2 Minutes	CSA-B In-charge of Maintenance Order (CSD)
	5.2 Prepare maintenance order and send request to the personnel in charge through local area network			
	5.3 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	1 Minute	Clerk Processor (CSD)
	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	2 Minutes	Team Leader of Reconnection Team
	2.7 Receive request/ order and prioritize according to nature and location 5.6 Conduct the following: a. Reopen padlock/ citilock b. Re-install water meter	None	1 Working Day after payment of reconnection fees 3 Working days after payment of reconnection fees	Assigned Personnel from Reconnection Team
6. After installation of water meter, 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) 6.2 Report the acknowledged accomplished request/ order			



TOTAL:	Water Bill Balance	For Reopen Padlock: 1 Working Day, 1 Hour	
	For Reopen Padlock: PHP 200.00	For Re-Install Water Meter: 3 Working days, 1 Hour	
	For Re-Install Water Meter (Closed from year 2001 'till present): PHP 300.00		
	For Re-Install Water Meter (Closed from year 2000 and earlier): PHP 400.00		

Request to Reopen Service Connection qualified for multi-stage processing.



1.8. SENIOR CITIZEN DISCOUNT AVAILMENT

Seniors can get 5% discount on their water bill; provided, that the service connection is registered under the name of the senior residing therein for the period of one year; and that the monthly consumption does not exceed thirty cubic meters (30 m³). The privilege is granted per household regardless of the number of senior citizens residing therein and renewable every year.

Office or Division:	Customer Service Division (CSD), Office of the General Manager (OGM)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	BCWD Concessionaires who are aged 60 and above			
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		
OSCA ID (Photocopy)		Office for Senior Citizens Affair (OSCA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Counter 15 at Customer Services Division, submit the photocopy OSCA ID and sign form	1.1 Received the document, verify account and give Application for Senior Citizen Discount Availment Form for filling-up and signature of Senior Citizen	None	5 Minutes	<i>CSA-B In-charge of Inspection Order (CSD)</i>
	1.2 Prepare inspection order and forward order to the inspector			
	1.3 Inspect and confirm that the senior citizen applicant reside in the aforementioned account	None	3 Working Days	<i>CSA-A Investigator (CSD)</i>
	1.4 Check and approve Senior Citizen Discount Application: a. Countersign – Division Manager b. Recommending Approval – Department Manager c. Approval – General Manager	None	1 Working Day	<i>Division Manager (CSD)</i> <i>Department Manager (CSD)</i> <i>General Manager (OGM)</i>
TOTAL:		None	4 Working days, 5 Minutes	

Senior Citizen Discount Availment qualified for multi-stage processing.



Commercial Services Department

Internal Services



1.9. BILL HANDLING PROCESS

Process of distributing water bills to the concessionaires.

Office or Division:	Customer Accounts Division (CAD), Information and Communication Technology Division (ICTD)			
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		
Water Bills		Information and Communication Technology Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ICTD generates monthly water bills	<p>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</p> <p>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</p> <p>1.3 Prepare and submit two (2) copies of Meter Reader/Bill Handler's Request Report if any, signed by CSO-A and forward to Customer Service Division for appropriate action</p> <p>1.4 The Customer Service Division prepares necessary Maintenance Order and Service Request based on the reports submitted by the Bill Handlers</p>	None	1 Day	USA-C (CAD)
TOTAL:		None	1 Day	



1.10. 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		
Data Collector Device		Customer Accounts Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CSO-A of Customer Account Division prepares Monthly Reading and Billing Schedule approved by the Department Manager and General Manager	1.1 Meter reader gets the Data Collector assigned to him and proceeds to the area 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 for signature and forward to Customer Service Division for appropriate action 1.4 The Customer Service Division prepares necessary Maintenance Order and Service Request based on the reports submitted by the Meter Readers	None	1 Day	USA-C (CAD) CSA-B (CSD)
TOTAL:		None	1 Day	



Finance Department

External Services



2.1. PAYMENT OF WATER BILLS & OTHER FEES

Process of paying Water Bills (For Concessionaires with Lost/No Water Bills) and Other Fees.

Office or Division:	Cashiering Division, Customer Service Division (CSD), General Services Division (GSD), BAC (Procurement Unit), 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, 7:30 A.M. - 5:00 P.M., No noon break (1.a) Monday to Friday, 8:00 A.M.–12:00 NOON and 1:00–5:00 P.M. (1.b to 1.d)			
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 (Counter 13 at Commercial Services Department) b. Water Meter Calibration for Non-Concessionaire (Clerk of General Services Division) c. Bidding Fee (BAC Secretariat at the Admin Dept.) d. Accounts Receivable (Accountant at Finance Dept.)	1. Issue form/ account & control number & corresponding amount	None	10 Minutes	CSA-B (CSD) GSD Personnel BAC Secretariat (Procurement Unit) Accountant (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 to the Tellers (Counter 1 to 5) at the Cashiering Division	3. Process payment & issue official receipt	a. Water Bill Balance b. Water Meter Calibration Fee – PHP 150.00 c. Bidding Fee – see attached table d. Accounts Receivable Balance	2 Minutes	BCWD Tellers (Cashiering Division)
TOTAL:		a. Water Bill Balance b. Water Meter Calibration Fee – PHP 150.00 c. Bidding Fee – see attached table d. Accounts Receivable Balance	42 Minutes	



BIDDING FEE	
Approved Budget for the Contract	Maximum Cost of Bidding Documents
500,000 and below	PHP 500.00
More than 500,000 up to 1 Million	PHP 1,000.00
More than 1 Million up to 5 Million	PHP 5,000.00
More than 5 Million up to 10 Million	PHP 10,000.00
More than 10 Million up to 50 Million	PHP 25,000.00
More than 50 Million up to 500 Million	PHP 50,000.00
More than 500 Million	PHP 75,000.00

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 to the Teller at Collecting Agents Office	1. Process payment & issue official receipt	Water Bill Balance 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:		Water Bill Balance PHP 10.00 collection fee in every transaction made	2 Minutes	



2.3. PAYMENT OF WATER BILLS AT COLLECTING BANK

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 to the Teller at Collecting Bank	1. Process payment & issue official receipt	Water Bill Balance	2 Minutes	- Veterans Bank
TOTAL:		Water Bill Balance	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. 1203-045678-9) - 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 including penalty) Or Proceed to any outlets of 7-eleven and RD Pawnshop	1. Process payment & issue transaction receipt	Water Bill Balance 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
		Water Bill Balance 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, Commercial Services Department (CSD), Engineering Department (ED), Procurement & Records Services Division (PRSD)
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 contact number and 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 Clerk Processor at the Procurement & Records Services Division	1.1 Receive and log request and forward to the Office of the General Manager	None	5 Minutes	Clerk Processor (PRSD)
	1.2 Receive and log request and forward it to GM	None	5 Minutes	Secretary (OGM)
	1.3 Approved request and forward to concerned department	None	1 Day	General Manager (OGM)
	1.4 Concerned department (Engineering, CSD and PDD) will prepare letter of recommendation and other attachment if any and forward the same to CREAD	None	3 Days	Supervisor (Engineering, CSD and PDD)
	1.5 Receive recommendation for the issuance of certificate from concerned departments with complete attachment	None	5 Minutes	Clerk Processor (CREAD)
	1.6 Prepare the requested certification	None	30 Minutes	Community Relation Chief (CREAD)
	1.7 Forward certification to GM's Secretary for signature	None	2 Minutes	Clerk Processor (CREAD)
	1.8 Sign the certification	None	1 Day	General Manager (OGM)
	1.9 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. Upon notification, 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 to the Tellers (Counter 1 to 5) at 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	5 Working Days, 54 Minutes	

Request for Certification qualified for multi-stage processing.



Pipeline and Appurtenances Maintenance Department

External Services



4.1. 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.			
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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires - Go directly to Counter 8 at 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 2 Days 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. After the cluster is transferred, acknowledge the accomplished request and sign the order copy	2.1 Present copy of request/order to concessionaire after completion of the activity 2.2 Report the acknowledged accomplished request/order			<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
TOTAL:		None	Simple case – 3 Working Days, 13 Minutes Complex Case - 7 Working Days, 13 Minutes	

Request for Transfer Cluster qualified for multi-stage processing.



4.2. 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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires - Go directly to Counter 8 at 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	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	3 Days	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
				7 Days	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. After completion of work, 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 2.2 Report the acknowledged accomplished request/ order			<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
TOTAL:		None	Simple case – 3 Working Days, 10 Minutes Complex Case - 7 Working Days, 10 Minutes	

Request for Elevate Cluster/ Align Water Meter/ Cement Cluster Base qualified for multi-stage processing.



4.3. 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) & Non-Revenue Water Division (NRW), 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.

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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires - Go directly to Counter 8 at the Customer Service Division	1.1 Receive request thru phone call or through CSD and forward concern to NRW	None	3 Minutes	<i>BCWD Call Center (CREAD)</i>
	1.2 Verify concern, schedule the date of repair and prepare list of materials to be used Inform CSD to prepare maintenance order	None	2 Working Days	<i>Engineer-in-charge (NRW)</i>
	1.3 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>
	1.4 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>
	1.5 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>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Receive order and prioritize according to nature and location	None	3 Minutes	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
	1.7 Conduct the following: a. Repair leaking (Simple Case) b. Repair leaking (Complex Case) c. Repair leaking (Highly Technical)	None	3 Days 7 Days 20 Days	<i>All Team Leaders All Alternate Team Leaders (PAMD/PLCD)</i>
2. After completion of work, if possible, acknowledge the accomplished repair/ request	2.1 Present copy of the Water Meter Receipt Form/ Materials Used upon completion of the activity 2.2 Report the acknowledged accomplished request/ order			
TOTAL:		None	Simple case – 3 Working Days, 15 Minutes Complex Case - 7 Working Days, 15 Minutes Highly Technical - 20 Working Days, 15 Minutes	

Response to Complaint/ Report of Leaking in Transmission, Distribution and Service Lines qualified for multi-stage processing.

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.



Production and Distribution Department

External Services



5.1. RESPONSE TO “NO WATER” COMPLAINTS

How “No Water” complaints of Concessionaires are processed and BCWD’s response to such complaints. 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.			
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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires (On Weekdays) - Go directly to Counter 8 at 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 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 (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 (PDD)
	1.4 Take action on the concessionaire’s complaint/s			
2. After completion of work, acknowledge & sign service request copy	2.1 Present service request copy to the concerned concessionaire	None	3 Days	Water Resource Facilities Operator/s
	2.2 Report the accomplished service request and recommend further action if needed Forward recommendation to concern Department for their action.			
TOTAL:		None	3 Days, 19 Minutes	

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.



5.2. 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.			
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 thru Tel. No. (085) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart) Walk-In Concessionaires - Go directly to Counter 8 at 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	3 Days 5 Days	Water Resources Facilities Tender/s (PDD) Principal Chemist/ MedTech II (Water Quality Division)
2. After completion of work, acknowledge & sign Service Request Form	2. Present Service Request Form to the concerned concessionaire			Water Resources Facilities Tender/s (PDD)
TOTAL:		None	Flushing Activity – 3 Days, 7 Minutes Water Analysis – 5 Days, 7 Minutes	

Response to “Water Quality” Complaints qualified for multi-stage processing.



5.3. 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 and 1:00 PM - 4:00 PM Bacte Analysis: Monday–Thursday, 8:00 AM -12:00 Noon and 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 to the Clerk Processor at the Production and Distribution Department	1.1 Receive and log letter and forward to the Department Manager of PDD for approval	None	5 Minutes	Clerk Processor (PDD)
	1.2 Approve or disapprove client's request	None	1 Working Day	Department Manager (PDD)
	1.3 Forward approve letter to the Water Quality Division			
2. Upon approval, contact/ see Personnel-in-charge at the Production and Distribution Department for the corresponding charges	2. Determine payable account for the corresponding tests and issue payment slip	None	10 Minutes	Clerk Processor (PDD)
3. Pay amount to the Tellers (Counter 1 to 5) at the Cashiering Division	3. Process payment & issue official receipt	See next page for the full list of laboratory charges	2 Minutes	BCWD Tellers (Cashiering Division)
4. Return to the Personnel-in-charge at the Production and Distribution Department for scheduling and further instruction	4. Release Chain of Custody Form and sampling bottles if needed Assign schedule for submission of sample	None	5 Minutes	Clerk Processor (PDD)
5. Submit sample to the Personnel-in-charge at the Production and Distribution Department and completely filled-up Chain of Custody Form on scheduled date	5.1 Analysis of sample	None	15 Days	Principal Chemist/ MedTech II (Water Quality Division)
	5.2 Prepare, encode & sign test results		30 Days (for heavy metals)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.3 Sign / noted the test results Final review of signed test results and file "For Release"			Acting Department Manager Laboratory Head/ Principal Chemist/ MedTech II (PDD)
6. Get laboratory test results from the Personnel-in-charge at the Production and Distribution Department & sign the Laboratory Outgoing Logbook	6. Release duly signed test results with stamp "RELEASED"	None	15 Minutes	Clerk Processor (PDD)
TOTAL:		Dependent on the nature of transaction (see below list)	16 Working Days, 37 Minutes 31 Working Days, 37 Minutes (for heavy metals)	

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
Sampling Bottles:	
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 to the Personnel-in-charge at the Human Resource Division	1.1 HRD provides the form needed	None	1 Hour	IRMA-A/ B (HRD)
	1.2 Review and verify submitted request form			
	1.3 Prepare the requested document			
	1.4 Submit to the OGM the prepared document for the General Manager's signatory			
	1.5 The General Manager signs the requested document	None	1 Working Day	General Manager
2 Upon release, fill-up acknowledgement logbook/ Record on Release of 201 File from the Personnel-in-charge at the Human Resource Division	2. Release requested document to concerned employee	None	1 Minute	IRMA-A/ B (HRD)
TOTAL:		None	1 Working Day, 1 Hour, 1 Minute	



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			
	1.2.1 Assign Stock Number	None	5 Minutes	<i>Admin Aide</i> (PMMD)
	1.2.2 Checks Availability of stocks required	None	3 Minutes	
1.2.3 Pull-out stock items needed	None	10 Minutes		
2. Received the requested stock items from the Warehouse	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 (from GSD) with approved Locator Slip (from HR)	1.1 GSD provides the form needed 1.2 Review and verify submitted Request for Office Vehicle Form with attached approved Locator Slip 1.3 Log reservation of Office Vehicle for requesting personnel 1.4 Inform requesting personnel as per availability of Service Vehicle 1.5 Provision of office vehicle as per reservation or priority travel	None	10 Minutes	Clerk Processor B (GSD)
TOTAL:		None	10 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/survey_form Talk to BCWD Call Center thru Tel. No. (085) 817-6635/ 6736 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/survey_form Talk to BCWD Call Center thru Tel. No. (085) 817-6635/ 6736 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) 817-6635/ 6736 or 0917-188-8726 (Globe), 0918-930-4234 (Smart)
Contact Information of ARTA, PCC and CCB	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

LIST OF OFFICE

Office	Address	Contact Information
BCWD Main Building	J. Rosales Avenue, Butuan City	(085) 817-6635/ 6736 0917-188-8726 (Globe) 0918-930-4234 (Smart)
BCWD Warehouse	Pump Station 1, Km. 3 Baan	0950-136-2946 (Smart)