



BUTUAN CITY WATER DISTRICT



**CITIZEN'S
CHARTER**
2020 EDITION



Replicating Nature's Way



BUTUAN CITY WATER DISTRICT



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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 085.3423145/46, cellphone numbers 09189304234 (Smart) and 09171888726 (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.A 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 Residence
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. – 5:00 P.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 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
2. Barangay Clearance (1 original, 2 photocopies)	Barangay where the connection is located
3. Waiver, if applicant is not the owner of the lot/building (duly notarized, 1 original, 3 photocopies)	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 mins.	CSA-B In-charge of NSC (CSD)
	1.2 Verify from the computer as to whether applicant has long outstanding accounts	None	5 mins.	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	None	2 hours	CSO-B (CSD)
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 mins.	CSA-B In-charge of NSC (CSD)
	3.2 Issue computer-generated Seminar Number	None	5 mins.	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 mins.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins.	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 mins.	CSO-B (CSD)
	6.2 Verify and approve Service Application Connection Order a. Investigation – Customer Service Asst. A (NSC Investigator) b. Verification – Customer Service Officer B c. Approval – Division Manager	None	5 mins. 10 mins. Within the Day	CSA-A NSC Investigator (CSD) 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.B PAYMENT OF DISCONNECTED SERVICE CONNECTION

Process of Re-opening Service Connection

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. 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 mins.	
2. Present overdue water bill at the Customer Services Division Counter # 7	2.1 Receive overdue water bill and scan / print ledger / statement of accounts	None	10 mins.	CSA-B In-charge of Reconnection (CSD)
	2.2 Prepare reconnection charges	None	1 min.	CSA-B In-charge of Reconnection (CSD)
	2.3 Forward to CSO-B/ Division Manager if payment is below 75%	None	1 min.	CSA-B In-charge of Reconnection (CSD)
	2.4 Approve or disapprove payment amount (for those below 75%)	None	2 mins.	CSO-B/ Division Manager (CSD)
3. Wait for the number to be flashed in the queuing system for collection		None	30 mins.	
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 mins.	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 # 6	5. Give schedule of reconnection and return the official receipt to the concessionaire	None	2 mins.	CSA-B In-charge of Reconnection (Customer Service Division)
TOTAL:		For Reopen Padlock: PHP 100.00 For Re-Install Water Meter (Closed from year 2001 'till present): PHP 200.00 For Re-Install Water Meter (Closed from year 2000 and earlier): PHP 300.00	Within 24 hrs.	



1.C 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. - 5:00 P.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any of the following:	
a. Waiver of Rights (duly notarized, 1 original)	Land 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)	Clients Preference
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 Assistant Counter in CSD for requirements	1. Provide checklist of requirement for change name	None	5 mins.	CSA-B In-charge of Inspection Order (CSD)
2. Attend Orientation Seminar	2. Conduct Orientation-Seminar	None	2 hours	CSO-B (CSD)
3. Submit necessary requirements to Customer Assistant Counter in CSD	3.1 Check/ verifies submitted requirements	None	5 mins	CSA-B In-charge of Inspection Order (CSD)
	3.2 Issue payment slip	None	1 min.	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 mins.	
5. Pay change name fee in the Cashiering Division	5. Receive the amount and issue corresponding official receipt	Change Name Fee - PHP 200	2 mins.	BCWD Tellers (Cashiering Division)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present official receipt to Customer Assistant Counter	6.1 Records official receipt number then return the official receipt to the concessionaire and prepare report	None	1 min.	CSA-B In-charge of Inspection Order (CSD)
TOTAL:		Change Name Fee - PHP 200	46 mins.	



Commercial Services Department

Internal Services



1.D 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 Friday, 8:00 A.M. - 5:00 P.M. 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	PERSON RESPONSIBLE
1. Concessionaire acknowledges receipt of the bill by signing on the space provided for in the office copy of bill	<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 and writes corresponding remarks in the office copy of the bill</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 Turns over accomplished bill handling to CSO-A</p> <p>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</p>	None	Within 8 hrs.	USA-C (CAD)
TOTAL:		None	Within 8 hrs.	



1.E 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 Friday, 8:00 A.M. - 5:00 P.M. 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	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 hrs.	USA-C (CAD)
	1.2 Locate water meter and input the actual reading in the data collector			
	1.3 Determine if there is 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	None	5 mins.	CSA-B (CSD)
	1.4 The Customer Service Division prepares necessary Maintenance Order and Service Request based on the reports submitted by the Meter Readers			
TOTAL:		None	Within 8 hrs.	



Engineering Department

Internal Services



2. REQUEST FOR INSTALLATION OF PIPELINES

The concessionaire may request for installation of new lines specifically 50mmØ HDPE Pipes as expansion to existing distribution lines provided that the recipient consists of 60 or less households

Office or Division:	Engineering Department (ED), Office of the General Manager (OGM), Commercial Services Department (CSD), Production and Distribution Department (PDD)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizens
Who may avail:	New Applicants
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. - 5:00 P.M.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter with Signature campaign (1 original)	Requestors
2. Barangay resolution indicating the area requested to be installed with new lines is part of the barangay road if originally a privately-owned lot (1 original)	Respective Barangay Hall
3. Concrete cutting permit - if applicable (1 original and 1 photocopy)	City Engineering Office - City Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare request letter with needed attachment and submit to the Office of the General Manager for approval	1.1 Receive and log request and forward it to GM	None	5 mins.	Secretary (OGM)
	1.2 Approved request and forward to CSD and ED	None	1 working day	General Manager
	1.3 Receive and log request and forward it to CSA-B for inspection	None	3 mins.	Clerk Processor (CSD)
	1.4 Conduct site inspection and prepare the Inspection Report to be submitted to the supervisor	None	1 working day	CSA-A/ B (CSD)
	1.5 Prepare endorsement letter and attached the concessionaires request letter and inspection report			
	a. Endorsed – Division Manager	None	10 mins.	Division Manager (CSD)
	b. Recommending Approval – Department Head	None	5 mins.	Department Head (CSD)
	Forward to the General Manager for Approval			
	1.6 Approve or disapprove client's request	None	1 working day	General Manager
	1.7 Receive, log and forward documents	None	5 mins.	Clerk Processor (ED)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Check availability of materials for project implementation - If available, proceed to inspection - If not available, notify concessionaires that the request cannot proceed due to unavailability of materials	None	2 hours	Engineer A/ Eng'g Asst. (ED) / Storekeeper (Properties and Materials Management Division)
2. Conformed to the inspection made	2.1 Inspect service area for possible route of pipe laying - If area is feasible for installation, proceed to plans preparation - If area is not feasible for installation, notify concessionaires that the request cannot proceed with detailed explanation of the circumstances	None	2 working days	Engineer A / Eng'g Asst (ED)
	2.2 Preparation of plans, estimates and program of works	None	7 working days	Engineer A / Eng'g Asst (ED)
	2.3 Plans, estimates and POW for approval by the General Manager - If approved, proceed to excavation of trenches - If not approved, notify concessionaires that the request cannot proceed with detailed explanation of the circumstances	None	1 working day	General Manager
3. Concessionaires provide manpower on excavation of trenches for pipe laying	3.1 Supervision for the staking of alignment for pipe laying	None	3 working days	Project-in-charge (ED)
	3.2 Implementation of Pipe Laying Activities	None	5 working days	Construction Division - Engineering Department
	3.3 Flushing, disinfection, bacteriological test and final flushing	None	10 working days	WRFT/ WQD, Laboratory Aide/ Med Tech in-charge/ Chemist-in-charge (PDD)
	3.4 Preparation of As-built plans, pipelines in commission	None	3 working days	Engineer A / Eng'g Asst (ED)
TOTAL:		None	34 working days, 2 hrs., 28 mins.	

Note: The duration of the excavation of trenches for pipe laying will be dependent on the concessionaires' activities.



Finance Department

External Services



3.A 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), Procurement and Records Services Division (PRSD), 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. 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. Get form/ account & control number & corresponding amount : a. Water Bills – Commercial Services Department b. Installation Charges – Commercial Services Department c. Water Meter Calibration – Commercial Department d. Water Analysis – Production & Distribution Department/ Water Quality Division e. Other Fees – e.1 Certification (OGM) e.2 Bidding & Security Fees (Admin Dept.) e.2.1 Bidding Fee e.2.2 Bid Security/ Performance Bond e.3 Accounts Receivable (Finance Dept.)	1. Issue form/ account & control number & corresponding amount	None	10 mins.	CSA-B (CSD) <i>Principal Chemist/ MedTech II</i> (Water Quality Division) <i>Clerk Processor</i> (OGM) <i>Records Officer</i> (PRSD) <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 mins.	
3. Pay corresponding amount in the Cashiering Division	3. Process payment & issue official receipt	Dependent on the nature of transaction	2 mins.	<i>BCWD Tellers</i> (Cashiering Division)
TOTAL:		Dependent on the nature of transaction	42 mins.	



3.B 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.)
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. - 6:00 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 mins.	- Clarhez Ticketing & Services - C5 Hardware - Berry Happy Mart - JPL Bayad Center - Tam Payment & Remittance Center
TOTAL:		PHP 10.00 collection fee in every transaction made	2 mins.	



3.C 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 mins.	- Veterans Bank
TOTAL:		None	2 mins.	



General Services Division

Internal Services



4.A 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. - 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 min.	<i>Admin Aide</i> (PMMD)
	1.2 Prepare the requested stock items - office supplies			
	1.2.A Assign Stock Number	None	5 mins.	<i>Admin Aide</i> (PMMD)
	1.2.B Checks Availability of stocks required	None	3 mins.	
	1.2.C Pull-out stock items needed	None	10 mins.	
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 mins.	



4.B REQUEST FOR TRANSPORT SUPPORT SERVICES

Process of requesting service vehicles for office and field use

Office or Division:	General Services Division			
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. - 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 mins	Administration Services Asst. B (GSD)
	1.2 Prepare Driver's Trip Ticket	None	2 mins	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 mins	Administration Services Asst. B (GSD)
	1.4 Travel Schedule with Driver's Trip Tickets for signature and approval	None	2 mins.	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 mins	Assigned District Vehicle Driver / Hired Vehicle Driver / ASA-B (GSD)
TOTAL:		None	10 mins.	



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 min.	<i>Clerk Processor B (GSD)</i>
	1.2 Review and verify submitted Request for Office Vehicle Form with attached approved Locator Slip	None	1 min	<i>Clerk Processor B (GSD)</i>
	1.3 Log reservation of Office Vehicle for requesting personnel	None	1 min	<i>Clerk Processor B (GSD)</i>
	1.4 Inform requesting personnel as per availability of Service Vehicle	None	3 mins	<i>Clerk Processor B (GSD)</i>
	1.5 Provision of office vehicle as per reservation or priority travel	None	3 mins	<i>Clerk Processor B (GSD)</i>
TOTAL:		None	9 mins.	



Human Resource Division

External Services



5. REQUEST FOR PERSONNEL RECORDS

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

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. – 5:00 P.M.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (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	1.1 HRD provides the form needed	None	1 min.	IRMA-A (HRD)
	1.2 Review and verify submitted request form	None	2 mins.	IRMA-A (HRD)
	1.3 Prepare the requested document	None	1 hour	IRMA-A (HRD)
	1.4 Submit to the OGM the prepared document for the General Manager's signatory	None	1 min.	IRMA-A (HRD)
	1.5 The General Manager signs the requested document	None	1 working day	General Manager
2. Fill-up acknowledgement logbook	2. Release requested document to concerned employee	None	1 min.	IRMA-A (HRD)
TOTAL:		None	1 working day, 1 hr., 5 mins.	



Management Services Department

External Services



6. REQUEST FOR CERTIFICATION

Customer may request certification from BCWD for housing subdivision and refilling station requirement, and for water potability

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. - 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. Letter of Recommendation (1 original)	BCWD - CSD
2. Subsidiary Ledger (1 original)	BCWD - CSD
3. Investigation Report (1 duplicate copy)	BCWD - CSD
For Water Potability Certificate:	
1. Letter of Recommendation (1 original)	BCWD - PDD

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 only) and submit to the Office of the General Manager for approval	1.1 Receive and log request and forward it to GM	None	5 mins.	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 mins.	Supervisor (Engineering, CSD and PDD)
	1.4 Receive recommendation for the issuance of certificate from concerned departments with complete attachment	None	5 mins.	Clerk Processor (CREAD)
	1.5 Prepare the requested certification	None	30 mins.	Community Relation Chief (CREAD)
	1.6 Forward certification to GM's Secretary for signature	None	2 mins.	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 mins.	Secretary (OGM)



CLIENT STEPS	AGENCY ACTIONS	FEEES 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 min.	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 mins.	BCWD Tellers (Cashiering Division)
4. Return to the Secretary of the General Manager to acknowledge/ accept approved certification	4. Release approved certification	None	2 mins.	Secretary (OGM)
TOTAL:		Certification Fee – PHP 150.00	1-3 working days	



Pipeline and Appurtenances Maintenance Department

External Services



7.A 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. - 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 mins	<i>BCWD Call Center (CREAD)</i>
	1.2 Prepare inspection order and forward order to the inspector	None	3 mins	<i>CSA-B In-charge of Inspection Order (CSD)</i>
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	1-3 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 mins	<i>CSA-B In-charge of Inspection Order (CSD)</i>
	2.3 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 min.	<i>CSA-B In-charge of Maintenance Order (CSD)</i>
	2.4 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 mins.	<i>Clerk Processor (PAMD/ PLCD)</i>
	2.5 Schedule the implementation and distribute to assigned team, and/ or call the assigned team nearest to the vicinity/ area	None	3 mins.	<i>Acting Supervising Engineer B/ Engineer A/ Engineer B (PAMD/PLCD)</i>
	2.6 Receive request/ order and prioritize according to nature and location	None	3 mins.	<i>Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD))</i>



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 min.	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
	3.2 Report the acknowledged accomplished request/ order	None	3 mins.	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
TOTAL:		None	1-3 working days	



7.B RESPONSE TO COMPLAINT/ REPORT OF LEAKING ALONG TRANSMISSION AND DISTRIBUTION LINE

Responding to complaint/ report of leaking along transmission and distribution line

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. - 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 mins	<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 min.	<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 mins.	<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 mins.	<i>Acting Supervising Engineer B/ Engineer A/ Engineer B (PAMD/PLCD)</i>
	1.5 Receive order and prioritize according to nature and location	None	3 mins.	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
	1.6 Conduct the following:		None	
	a. Repair leak service line (simple case)		1-2 days	
	b. Repair leak service line (complex case)		3-7 days	<i>All Team Leaders All Alternate Team Leaders (PAMD/PLCD)</i>
	c. Repair leak main line (simple case)		1-3 days	
	d. Repair leak main line (complex case)		3-7 days	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 min.	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
	2.2 Report the acknowledged accomplished request/ order	None	3 mins.	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
TOTAL:		None	1-7 working days	



7.C 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. - 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 mins	BCWD Call Center (CREAD)
	1.2 Prepare inspection order and forward order to the inspector	None	3 mins	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	1-3 days	CSA-A/ B (CSD)
	1.4 Evaluate the report and refer the account to CSA-B In-charge of Maintenance Order	None	3 mins	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 min.	CSA-B In-charge of Maintenance Order (CSD)
	1.6 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 mins.	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 mins.	Acting Supervising Engineer B/ Engineer A/ Engineer B (PAMD/PLCD)
	1.8 Receive request/ order and prioritize according to nature and location	None	3 mins.	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 min.	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
	2.2 Report the acknowledged accomplished request/ order	None	3 mins.	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B (PAMD/PLCD)
TOTAL:		None	1-3 working days	



7.D 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. - 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 mins	BCWD Call Center (CREAD)
	1.2 Prepare inspection order and forward order to the inspector	None	3 mins	CSA-B In-charge of Inspection Order (CSD)
	1.3 Inspect service area for possible transfer of cluster Return result to CSA-B for evaluation	None	1-3 days	CSA-A/ B (CSD)
	1.4 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network for transfer cluster	None	1 min.	CSA-B In-charge of Maintenance Order (CSD)
	1.5 Receive and print the encoded maintenance order and submit to supervisor	None	3 mins.	Clerk Processor (PAMD/ PLCD)
	1.6 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 mins.	Acting Supervising Engineer B/ Engineer A/ Engineer B (PAMD/PLCD)
	1.7 Receive order and prioritize according to nature and location	None	3 mins.	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
	1.8 Conduct the following: a. Transfer cluster (simple case) b. Transfer cluster (complex case)	None	3 days upon receipt of request/ order 3-7 days upon receipt of request/ order	All Team Leaders All Alternate Team Leaders (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 min.	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
	2.2 Report the acknowledged accomplished request/order	None	3 mins.	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
TOTAL:		None	3-7 working days	

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



7.E REQUEST FOR TRANSFER WATER METER

The concessionaire may avail a transfer of his/ her current water meter to a newly installed cluster or a newly activated distribution line near the concessionaire's residence

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. - 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 mins	BCWD Call Center (CREAD)
	1.2 Prepare inspection order and forward order to the inspector	None	3 mins	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	1-3 days	CSA-A/ B (CSD)
3. Present result of inspection to Customer Service Division	3. Issue payment slip	None	1 min.	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 mins.	
5. Pay transfer fee in the Cashiering Division	5. Receive the amount and issue corresponding official receipt	Transfer Fee - PHP 100	2 mins.	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 min.	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 mins.	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 mins.	Acting Supervising Engineer B/ Engineer A/ Engineer B (PAMD/PLCD)
	6.4 Receive request/ order and prioritize according to nature and location	None	3 mins.	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 min.	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 mins.	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.



7.F RESPONSE TO “NO WATER” COMPLAINTS

How “No Water” Complaints of Concessionaires are Processed and BCWD’s Response to Such Complaints

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				
Who may avail:	BCWD Concessionaires				
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. - 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	1-3 mins	BCWD Call Center (CREAD)	
	1.2 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 min.	CSA-B In-charge of Maintenance Order (CSD)	
	1.3 Receive and print the encoded service request and submit to supervisor, and/or receive complaint from call center agent and inform the supervisor			10 mins.	Clerk Processor (PAMD/PLCD)
	1.4 Segregate/ classify the received request/ complaint, schedule the implementation and distribute to assigned team, and/or call the assigned team nearest to the vicinity/area			5 mins.	Acting Supervising Engineer B/ Engineer A (PAMD/PLCD)
	1.5 Take action on the concessionaire's complaint/s			2 days (simple case)	Acting Supervising Engineer B/ Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B/ All Team Leaders All Alternate Team Leaders (PAMD/PLCD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Acknowledge & sign service request copy	2.1 Present service request copy to the concerned concessionaire		1 min.	Acting Supervising Engineer B/ Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B/ All Team Leaders All Alternate Team Leaders (PAMD/PLCD)
	2.2 Report the accomplished service request		3 mins.	Sr. Water Sewerage Maintenance Man/ Water Sewerage Maintenance Man B/ All Team Leaders All Alternate Team Leaders (PAMD/PLCD)
TOTAL:		None	2 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.



Pipeline and Appurtenances Maintenance Department

Internal Services



7.G REQUEST TO REHABILITATE CLUSTER STAND

The concerned concessionaire may request to rehabilitate the perceived substandard/disturbed cluster. The rehabilitation of cluster stand refers to cluster that need to elevate, to cement cluster base, to align cluster/water meters, to reassemble the cluster to standard design, and/or other related matters

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. - 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 mins	BCWD Call Center (CREAD)
	1.2 Prepare maintenance order and send request to the Pipeline & Appurtenances Maintenance Department through local area network	None	1 min.	CSA-B In-charge of Maintenance Order (CSD)
	1.3 Receive and print Maintenance Order/ Service Request and submit to supervisor	None	3 mins.	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 mins.	Acting Supervising Engineer B/ Engineer A/ Engineer B (PAMD/PLCD)
	1.5 Receive request/ order and prioritize according to nature and location	None	3 mins.	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
	1.6 Execute rehabilitation of cluster stand			
	a.) Simple Case – cluster with 1-4 water meters	None	1-3 days	All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)
	b.) Complex Case – cluster/s with more than 4 water meters		3-7 days	



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 min.	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
	2.2 Report the acknowledged accomplished request/ order	None	3 mins.	<i>All Team Leaders/ All Alternate Team Leaders (PAMD/PLCD)</i>
TOTAL:		None	1-7 days	



Production and Distribution Department

External Services



8.A 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. - 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 mins	BCWD Call Center (CREAD)
	1.2 Prepare maintenance order and send request to the Production and Distribution Department through local area network	None	2 mins	CSA-B In-charge of Maintenance Order (CSD)
	1.3 Receive and print Service Request	None	2 mins.	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 mins.	Water Resources Facilities Tender/s (PDD)
TOTAL:		None	2-5 working days	



8.B 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 mins.	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 mins.	
3. Upon approval, contact/ see laboratory personnel for the corresponding charges	3. Determine payable account for the corresponding tests and issue payment slip	None	5-10 mins.	Principal Chemist/ MedTech II (Water Quality Division)
4. Pay amount in the Cashiering Division	4. Process payment & issue official receipt	See next page for the full list of laboratory charges	2 mins.	BCWD Tellers (Cashiering Division)
5. Return to the laboratory 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 mins.	Principal Chemist/ MedTech II (Water Quality Division)
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 mins.	Principal Chemist/ MedTech II/ Laboratory Aide (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 3,500.00
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 3,000.00
Mining Firms	PHP 4,000.00
<i>- Individual Parameters :</i>	
Temperature	PHP 100.00
Odor	PHP 100.00
Total Dissolved Solids	PHP 200.00
Specific Conductance	PHP 200.00
Turbidity	PHP 200.00
Color	PHP 200.00
Salinity	PHP 200.00
Total Suspended Solids	PHP 200.00
pH	PHP 200.00
Iron	PHP 300.00
Manganese	PHP 350.00
Chloride	PHP 350.00
Sulfate	PHP 300.00
Total Hardness	PHP 300.00
Magnesium Hardness	PHP 200.00

PARTICULARS	COST/SAMPLE
Calcium Hardness	PHP 300.00
Nitrate	PHP 400.00
Fluoride	PHP 300.00
Chlorine Residual	PHP 250.00
Copper	PHP 300.00
<i>- AAS Method:</i>	
Arsenic	PHP 1,100.00
Cadmium	PHP 1,100.00
Chromium	PHP 1,100.00
Copper	PHP 700.00
Iron	PHP 700.00
Lead	PHP 1,100.00
Manganese	PHP 700.00
Potassium	PHP 700.00
Sodium	PHP 700.00
B. Bacteriological Analysis	
MTFT	PHP 700.00
Enzyme Substrate	PHP 900.00
HPC	PHP 300.00

PARTICULARS	COST/SAMPLE
Sampling Bottles:	
Phy-Chem Analysis	PHP 20.00
Bacteriological Analysis	PHP 85.00



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. 342-3145/ 3146 or 09171888726 (Globe), 09189304234 (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. 342-3145/ 3146 or 09171888726 (Globe), 09189304234 (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.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
BCWD Call Center	J. Rosales Avenue, Butuan City	342-3145/ 3146 09171888726 (Globe) 09189304234 (Smart)