



BAGUIO WATER DISTRICT

“Serving Mankind is Serving God”

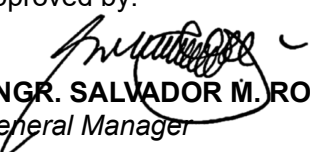


This certifies that the following systems, utilized within the Baguio Water District, have undergone successful digitization efforts as outlined in the initiatives for digital transformation of both external and internal services.

No.	Digitization Initiatives	Service Description	Initiative Details	Beneficiaries	Results
1	BWD Website	Online platform for water services information	Upgrading website for better user experience	Customers, Concessionaires	Increased website traffic, reduced call volumes to customer service, and improved customer satisfaction ratings
2	Customer Complaints System	Tool for managing customer feedback	Establishing a proficient system for handling customer complaints	Customers, Concessionaires	Streamlined complaint submission, automated reports generation, centralized complaint database, complaint tracking, data analytics, resolution time metrics, compliance with regulations (ARTA)
3	Geographic Information System	Mapping tool for water infrastructure	Enhancing GIS functionality to facilitate improved planning processes.	BWD planners	Heightened data accuracy facilitates more informed decision-making processes
4	New Connection System	Tool for managing new water connections	Digitalization of New application processes and standardization of operations	New Account applicants	Online application, faster approval and installation process, transparency, data analytics, digital documentation
5	Payment Collection System	System for managing water bill payments	Streamlining of payment processes and business operating procedures	Customers / Concessionaires	Enhanced data accuracy, faster transactions, multiple payment options, analytics, efficient record-keeping

Certified by:

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