



CITIZEN'S CHARTER HANDBOOK

February 2025 (1st Edition)



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT





BAGUIO WATER DISTRICT

CITIZEN'S CHARTER

February 2025 (1st edition)



I. **Mandate**

The **Baguio Water District** was established on July 01, 1975 by virtue of **Presidential Decree 198**, as amended, otherwise known as the **Provincial Water Utilities Act of 1973**. Pursuant to Chapter II, Sections 5 and 6 of said Decree, local water districts were created for the purpose of the following:

- (a) Acquiring, installing, improving, maintaining, and operating water supply and distribution systems for domestic, industrial, municipal and agricultural use for residents and lands within the boundaries of such districts; and*
- (b) conducting 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**

The **Baguio Water District** envisions to be a model water agency.

III. **Mission**

To provide adequate and potable water at affordable rates to all customers

IV. **Service Pledge**

The **Baguio Water District** is committed in:

1. satisfying the water needs and requirements of every customer, uphold and sustain quality public and customer service and maintain over-all operational efficiency and financial stability; and
2. attending to all applicants or requesting parties who are within the premises of the office prior to the end of official working day and during lunch break.



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COMMERCIAL DIVISION

EXTERNAL SERVICES



1. PAYMENT OF WATER BILLS

Brief Description of the frontline service rendered:

Customers are obligated to pay their monthly water bill. Unpaid water bills for two (2) months shall be ground for the disconnection of their water service connection/meter.

Office or Division:	Commercial Division, Finance Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All BWD customers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Water Bill One (1) original or reprinted bill	- Delivered at the customer's residence during scheduled monthly water meter reading period or may be re-printed at the Kiosk located beside the BWD main entrance - Customer Relations Office

The Baguio Water District observes the “NO NOON BREAK” policy as prescribed under Section 8 (e) of Republic Act Numbered 9485 or the Anti- Red Tape Act of 2007.

- A. Water bills - current bills (without arrears) – payments will be accepted in any of the authorized collection centers (Table B)

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Proceed to the Tellers' Booth for payment	1.1 Validate the water bill/ issue official receipt	Amount to be paid	2 minutes	Geraldine Mamaril Angelie Mae De Lemios Celso Mangaoang Jr. (Tellers, Finance Division)
TOTAL:		Amount to be paid	2 minute s	

- B. Water bills with arrears – payments will only be accepted at the BWD Main Office, Barangay Marcoville

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Proceed to the Customer Relations Office for verification of accounts	1.1 Check the customers' records; assess amount due	Amount due	1 minute	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSA/Commercial Division)
2. Pay at the Tellers' Booth	2.1 Validate water bill/issue official receipt	Amount to be paid	2 minutes	Geraldine Mamaril Angelie Mae De Lemios Celso Mangaoang Jr. (Tellers, Finance Division)
TOTAL:		Amount to be paid	3 minutes	



C. Customers without water bill

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Proceed to the kiosk for print-out of water bill	1.1. Print-out the water bill	none	2 minutes	Public Assistance & Complaints Desk (PACD); Guard-on-duty
2. Pay at the Tellers' Booth	2.1 Validate water bill/issue official receipt	Amount to be paid	2 minutes	Geraldine Mamaril Angelie Mae De Lemios Celso Mangaoang Jr. (Tellers, Finance Division)
TOTAL:		Amount to be paid	4 minutes	

*CSA – Customer Services Assistant

Note: 10% surcharge shall be collected for water bills paid after the due date

TABLE A: WATER RATES PER CLASSIFICATION

CLASSIFICATION	CODE	MINIMUM 0-10	PER CUBIC METER			
			11-20	21-30	31-40	OVER 40
RESIDENTIAL A	12A	370.00	40.50	46.20	52.35	59.05
	13A	592.00				
	14A	1,184.00				
	15A	2,960.00				
	16A	7,400.00				
	17A	13,320.00				
	18A	26,640.00				
RESIDENTIAL B	12B	462.50	50.60	57.75	65.40	73.80
	13B	740.00				
	14B	1,480.00				
	15B	3,700.00				
	16B	9,250.00				
	17B	16,650.00				
	18B	33,299.00				
RESIDENTIAL C	12C	509.00	57.35	63.60	72.10	81.20
RESIDENTIAL D	12D	592.00	64.75	73.95	83.70	94.40
GOVERNMENT	22	370.00	40.50	46.20	52.35	59.05
	23	592.00				
	24	1,184.00				
	25	2,960.00				
	26	7,400.00				
	27	13,320.00				
	28	26,640.00				



CLASSIFICATION	CODE	MINIMUM 0-10	PER CUBIC METER			
			11-20	21-30	31-40	OVER 40
COMMERCIAL A	32A	740.00	81.00	92.40	104.70	118.10
	33A	1,184.00				
	34A	2,368.00				
	35A	5,920.00				
	36A	14,800.00				
	37A	26,640.00				
	38A	53,280.00				
COMMERCIAL B	32B	555.00	60.75	69.30	78.50	88.55
	33B	888.00				
	34B	1,776.00				
	35B	4,440.00				
	36B	11,100.00				
	37B	19,980.00				
	38B	39,960.00				
COMMERCIAL C	32C	763.05	86.00	95.25	108.20	121.85
	33C	1,220.88				
	34C	2,441.76				
WATER HAULING	42A	1,109.95	121.45	138.60	157.05	177.10

***WATER METER MAINTENANCE FEE (WMMF) – Php20.00 (charged monthly)**
(Board Resolution No. 15-2022, increase of WMMF, effective May 2022)

TABLE B: AUTHORIZED COLLECTION PARTNERS

Collection Offices	Location	Schedule of availability of Service
1. Online Payment Partners	EC Pay <ul style="list-style-type: none"> • GCash • Maya • 7-Eleven Pay Center <ul style="list-style-type: none"> - Abanao Square, Bonifacio Street, Baguio Center Mall, General Luna, Upper Session Road, KM.4 La Trinidad (Tionsan La Trinidad), Km 5, Balili, La Trinidad (Pines Hill Center) 	-Online thru the downloadable mobile applications -Store Hours
2. SM Collection Centers	SM Department Store, Luneta Hill Save More, Cedar Peak, Mabini Street Save More, KM4, La Trinidad	10:00AM to 8:00PM Mondays to Sundays
3. USSC Super Service Stores, Baguio-Benguet Branches	Abanao Square, Bonifacio Street, Baguio Center Mall, General Luna, Upper Session Road, KM.4 La Trinidad (Tionsan La Trinidad), Km 5, Balili, La Trinidad (Pines Hill Center)	Store Hours



Cont...authorized collection partners

Collection Offices	Location	Schedule of availability of Service
4. Banks	Development Bank of the Philippines (DBP) – online bills payment via www.bancnetonline.com (for DBP account holders)	Banking Hours
	Land Bank of the Philippines (LBP) – <i>Thru the Landbank electronic payment portal</i>	Online thru web browser



2. APPLICATION FOR NEW WATER SERVICE CONNECTION

Brief Description of the frontline service rendered:

Customers may avail of water services by applying for a new water service connection. Requirements shall be submitted and evaluated for the application to be approved.

Office or Division:	Commercial Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	All residents/offices/establishments of Baguio City who can provide the required documentary requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
½"Ø Water service connections including sub-meters	
Water Service Application Form – original copy	Baguio Water District Main Office New Connections Section, Baguio City
PRINCIPAL:	
*One (1) photocopy of the Title of Property or Tax Declaration	Baguio City Local Government Registry of Deeds Office, City Assessor's Office-
*One (1) photocopy of Duly Notarized Deed of Sale (if applicable)	Vendor of Property
Photocopy of Two (2) valid government-issued IDs with picture & signature or Residence Certificate (current year), One (1) copy each	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO, PRC, City Hall (for Residence Certificate)
*One (1) photocopy of Tax Declaration of Building if land is not in the name of the applicant	Baguio City Local Government Office (City Assessor's Office)
One (1) Original Affidavit of Undertaking if land is not in the name of the applicant,	Private Law Firm, Public Attorney's Office
REPRESENTATIVE:	
Valid Government-issued ID of the representative	SSS, GSIS, Philpost, Philhealth, Pag-IBIG, PRC, Driver's License
One (1) Original Notarized Authorization letter or Special Power of Attorney (SPA) if applying thru a representative	Person/s being represented, Property owner
*One (1) photocopy of proof of relationship to the property owner (i.e., birth certificate, marriage certificate, death certificate, etc.)	Local Civil Registry, Philippine Statistics Authority
*One (1) photocopy of Contract of Lease (if applicable)	Lessor
Subdivision/Townhouses	
Water Service Application Form – original copy	Baguio Water District Main Office New Connections Section, Baguio City
One (1) copy Location Map, original or photocopy	
*(1) one Transfer Certificate of Title, photocopy	
One (1) copy Subdivision Plan indicating number of units, original or photocopy	
One (1) copy Daily Water Demand Computation (in cubic meters) in an Affidavit form and duly notarized, original	Contractor/Engineer of the Subdivision

**For photocopies, please bring original copy for validation*



cont..CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) copy Water System Lay-out including the design of cistern tank with a three-day storage capacity based on water demand, original or photocopy	Contractor/Engineer of the Subdivision
*One (1) photocopy of the approved Building Permit	City Buildings and Architecture Office Baguio City Local Government
Commercial Establishments/Boarding Houses/Apartments	
One (1) copy Water Service Application Form – original	Baguio Water District Office New Connections Section, Bagio
*One (1) photocopy of Title of Property or Tax Declaration	Registry of Deeds Office, City Assessor's Office
*One (1) photocopy of Duly Notarized Deed of Sale (if applicable)	Vendor of Property
*One (1) photocopy of Duly Notarized Contract of Lease (if applicable),	Lessor of Property
One (1) copy Daily Water Demand Computation (in cubic meters) in an Affidavit form and duly notarized, original	Contractor/Engineer of the establishment
One (1) copy Water System Lay-out including design of cistern tank with a three-day storage capacity based on water demand, original or photocopy	Contractor/Engineer of the establishment
*One (1) copy each of the approved Building Permit, approved Sanitary-Plumbing Permit and/or Sewer Line Certificate	Baguio City Local Government Office, City Buildings and Architecture Office (CBAO)
One (1) copy Building Plans indicating the number of units, original or photocopy	Contractor/Engineer of the establishment
Temporary Connection (Vacant Lots, Properties with on-going construction)	
Same requirements under ½"Ø Water service connections including sub-meters	

**For photocopies, bring original copy for validation*

PHASE 1A: APPLICATION PROCESS (WALK-IN)				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant accomplishes the Water Service Application Form at the Customer Service Assistant- New Connections Desk	1.1. Accept the form, validate the documents submitted, print the location of the structure being applied for (thru Google maps) and require the payment of Inspection Fee.	None	5 minutes	Alfa Katherine Saulon Glaiza Fortea (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
2. Applicant pays Inspection Fee and shows the Official Receipt to the CSA	2.1. Teller issues corresponding Official Receipt. 2.2. CSA validates payments and gives the schedule of the orientation-seminar.	Inspection fee (Please refer to Table C or D)	5 minutes	Geraldine Mamaril Angelie Mae De Lemios Celso Mangaoang Jr. (<i>Tellers, Finance Division</i>) Alfa Katherine Saulon Glaiza Fortea (<i>CSAs, Commercial Division</i>)
TOTAL:		None	10 minutes	
PHASE 1B: APPLICATION PROCESS (ONLINE)				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant applies online through the BWD website www.baguiowaterdistrict.gov.ph ; fills-up application form found in the “Consumer Page” field and attaches required documents	1.1. BWD- ICT acknowledges receipt of application and sends reply to applicant (auto response); online application automatically forwarded to CSA 1.2. CSA inputs relevant information of the application into the database upon receipt and prints the form 1.3. CSA assesses documents submitted and informs applicant of the lacking requirements, if any.	None	10 minutes	Syver Rodriguez Arvin Aban Kevin Domingo Monica Cayaba (<i>Information & Communication Technology Division</i>) Alfa Katherine Saulon Glaiza Fortea (<i>CSAs, Commercial Division</i>)
TOTAL:		None	10 minutes	

A mandatory SEMINAR-ORIENTATION is required to be attended by applicants prior to approval of the application. Schedule of SEMINAR-ORIENTATION is every 1st and 3rd Fridays of the month from 10:00 AM to 11:00AM at BWD Main Office

PHASE 2: INITIAL INSPECTION / LAY-OUT OF SERVICELINE / FINAL INSPECTION				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. None	a. Conduct inspection and advise/inform the applicant the standards in the proper lay-out of service line from tapping point to residence.	none	1 hour	Rico Oliva Mark Fredrick Regua (<i>Tapping Inspectors, Production & Distribution Division</i>) Contact Numbers: 442-4228
2. Upon receipt of the inspection report, applicant complies with all the requirements and remarks indicated therein (i.e., service line lay out)	None	none	Customer-applicant schedule	
3. Applicant lays-out his service line and informs CSA upon completion	a. Transmit service line validation form to the Production & Distribution Division for inspection	none	8 hours	Alfa Katherine Saulon Glaiza Fortea (<i>CSAs, Commercial Division</i>)
4. None	a. Inspect service line laid out; issue certification of compliance	none	1 hour	Rico Oliva Mark Fredrick Regua (<i>Tapping Inspectors, Production & Distribution Division</i>)
TOTAL:		None	10 hours	

PHASE 3: PAYMENT OF FEES/ SIGNING OF CONTRACT FOR WATER SERVICES				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant signs the Contract for Water Services and pays the corresponding water connection fees at the Tellers' Booth	1.1. Teller accepts/ receives payment; issues Official Receipt	Amount of water connection fees assessed	1 working day	Geraldine Mamaril Angelie Mae De Lemios Celso Mangaoang Jr. (<i>Tellers, Finance Division</i>)



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	1.2. CSA accomplishes the Contract for Water Services and Service Application and Construction Order (SACO) forms for approval by the Commercial and Construction & Maintenance (C & M) Division Managers	None		Alfa Katherine Saulon Glaiza Fortea (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
TOTAL:		None	1 working day	
PHASE 4: INSTALLATION OF WATER SERVICE CONNECTION				
Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant acknowledges the service connection installation	1.1. New Connections Crew installs water service connection	None	With existing tapping point – seven (7) working days after payment With proposed tapping point – fifteen (15) working days after payment	Rafael Bandoquillo (Construction & Maintenance Division) Contact Number 442-4228
TOTAL:		None	With existing tapping point – seven (7) working days after payment With proposed tapping point – fifteen (15) working days after payment	

**Application for New Water Service Connection qualified for Multi-Stage Processing*



TABLE C: TOTAL NEW CONNECTION FEES (MINIMUM) - ½"Ø water meter

Size of Water Meter	½"Ø	
Cost of meter	PHP 3,070.70	
Cost of materials (advance)	PHP 2,928.30	
Installation Cost	concrete and asphalt road	dirt road
1m x 1m Without Crossing the road		
• National Road	Php3,001.45	Php1,370.61
• City/Barangay Road	Php2,582.40	
1m x 1m With 5m across the road using piercing tool		
• National Road	Php5,333.65	Php1,637.84
• City/Barangay Road	Php5,595.51	
OTHERS:	Residential	Commercial
Inspection Fee, to be paid upon application (Re-inspection fee shall be collected for water service connection applications that lapsed the 1-year validity)	Php600.00	Php950.00
Contract Fee	Php300.00	Php500.00
Water Source Development Fee (WSDF)		
• For applications within subdivision	None	Php5,000.00
• Commercial applications outside subdivision	-	None
Guarantee Deposit		
• Lack of documents on proof of ownership	Php2,000.00	Php5,000.00
• Lot and building owners are two (2) different Person/ss and the consent or written authorization cannot be secured	Php2,000.00	Php5,000.00
• Applicant is a tenant/lessee	None	Php5,000.00
• Temporary connection/on-going construction	Php2,000.00	Php5,000.00

TABLE D: TOTAL NEW CONNECTION FEES (MINIMUM) – ¾"Ø /1"Ø water meter

Size of Water Meter	¾"Ø		1"Ø	
Cost of meter	PHP 10,062.50		PHP 19,073.80	
Cost of materials (advance)	PHP 8,893.93		PHP 9,726.49	
Installation Cost				
1m x 1m Without Crossing the road	concrete and asphalt road	dirt road	concrete and asphalt road	dirt road
• National Road	Php9,458.68	Php2,833.59	Php9,458.68	Php2,833.59
• City/Barangay Road	Php7,901.72		Php7,901.72	
1m x 1m With 5m across the road using piercing tool	concrete and asphalt road	dirt road	concrete and asphalt road	dirt road
• National Road	Php20,459.50	Php3,509.60	Php20,459.50	Php3,509.60
• City/Barangay Road	Php12,307.12		Php12,307.12	



Cont. Table D

OTHERS:	Residential	Commercial	Residential	Commercial
Inspection Fee, to be paid upon application <i>(Re-inspection fee shall be collected for water service connection applications that lapsed the 1-year validity)</i>	Php600.00	Php950.00	Php600.00	Php950.00
Contract Fee	Php300.00	Php500.00	Php300.00	Php500.00
Water Source Development Fee (WSDF)	Php5,000.00		Php10,000.00	
Guarantee Deposit				
• Lack of documents on proof of ownership	Php2,000.00	Php5,000.00	Php2,000.00	Php5,000.00
• Lot and building owners are different and the consent or written authorization cannot be secured	Php2,000.00	Php5,000.00	Php2,000.00	Php5,000.00
• Applicant is a tenant/lessee	None	Php5,000.00	None	Php5,000.00
• Temporary connection/on-going construction	Php2,000.00	Php5,000.00	Php2,000.00	Php5,000.00

NOTE: FEES VARY ACCORDING TO TYPE OF APPLICATION AND SUBJECT TO CHANGE BASED ON THE LATEST MARKET COST; FEES FOR WATER METERS FROM SIZE 1.5" Ø ONWARDS SHALL BE PROPERLY ASSESSED BASED ON ACTUAL INSPECTION REPORT



3. METER INVESTIGATION

Brief Description of the frontline service rendered:

Customers may request for investigation in cases of:

- a) Excessive Billing
- b) Meter Condition/Testing
- c) Consumer Classification
- d) Continuous Reading
- e) Reverse Reading
- f) Alleged Violation of P.D. 198

Requests shall be promptly investigated and a copy of results/action taken/recommendations shall be furnished to the customer.

Office or Division:	Commercial Division, Production & Distribution Division, Construction & Maintenance Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All BWD Customers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
One (1) copy of Investigation Request Form –original	Customer Relations Office

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer files/reports thru phone or in person at the Customer Service Assistant Desk	1.1. Prepare Service Request (SR) indicating the date and nature of request. <i>For walk-in requests, customer fills-up and signs the service request.</i>	None	5 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
2. None	2.1. CSA posts in the CRO database the customers' requests and prepares a list to be given to the Meter Investigator	None	10 minutes	
3. None	3.1. Meter Investigator conducts investigation and validation of the request/s 3.1.a. Excessive Consumption/ Billing	None	2 hours (Nearest distribution schedule)	Joey D. Dua Kristian W. Calosing Raul S. Umagtagam (Investigators, Commercial Division) Contact Numbers: 442-4008 442-6539
	3.1.b. Meter Condition/ Testing	None	3 hours	Joey D. Dua Kristian W. Calosing



	<ul style="list-style-type: none"> • Replace water meter if found defective • Re-install if functioning normally <p>3.1.c. Consumer Classification</p> <p>3.1.d. Continuous Reading</p> <p>3.1.e. Reverse Reading</p> <p>3.1.f. Alleged Violation of P.D. 198</p>	None	1 hour	Raul S. Umagtagam <i>(Investigators, Commercial Division)</i> Contact Numbers: 442-4008 442-6539
		None	2 hours	
		None	2 hours	
		None	2 hours	
		None	2 hours	
4. Customer acknowledges Investigation Report	4.1. Meter Investigator gives copy of the report to the customer	None	5 minutes	
5. None	5.1. Supervisor and Division Manager check results/Customers' Investigation Reports and determine those for adjustment of billing, re-issue, meter testing or replacement of water meters	None	30 minutes	Engr. Michael Jordan E. Sison Joana D. Caramé <i>(Supervisors, Commercial Division)</i> Contact Numbers: 442-4008 442-6539 442-4929 442-3218
6. None	6.1. Record/post the accomplishment/ result/s of investigation of the Meter Investigators in the CRO database	None	5 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay <i>(CSAs, Commercial Division)</i> Contact Numbers: 442-4008 442-6539
7. None	7.1. Sort reviewed Customers' Investigation Reports based on Supervisor's comments/ instructions	None	5minutes	



Client's Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
TOTAL:	Excessive consumption	None	3 hours	
	Meter Condition/ Testing	None	4 hours	
	Consumer Classification	None	2 hours	
	Continuous Reading	None	3 hours	
	Reverse Reading	None	3 hours	
	Alleged Violation of P.D. 198	None	3 hours	

Meter Investigation is covered under R.A. 11032

*CSA – Customer Service Assistant



4. METERING SERVICES

Brief Description of the frontline service rendered:

Customers may avail of metering services for the following requests:

- Reconnection of water service– for disconnected water service connection/meters
- Voluntary Disconnection of water meter – for active water service connections which are not being utilized.
- Replacement of water meter – for defective water meters; however, subject to investigation on the actual condition of the water meter
- Replacement/Installation of gate/check valves – for defective valves
- Transfer location of water meter – for water meters affected by on-going constructions, installed in private properties or any other concern of the customer, subject to actual inspection and evaluation.

Office or Division:	Commercial Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business	
Who may avail:	All BWD Customers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Reconnection of water meter		
One (1) copy Service Request for Reconnection form, original	Customer Relations Office	
For Voluntary Disconnection		
Two (2) copies of Request for Voluntary Disconnection form, original	Customer Relations Office	
Principal: • One (1) valid ID with picture, photocopy	Employer; School, Government Agencies	
Representative: • One (1) valid ID with picture, photocopy One (1) copy Letter of authorization, original	Government Agencies, Company, School (University/College) Account holder	
Replacement of water meter, Replacement of gate/check valves		
One (1) copy Service Request for Metering, original	Customer Relations Office	
Transfer location of water meter		
Principal: • One (1) copy Letter request original • One (1) valid ID with picture, photocopy Representative: • One (1) valid ID with picture, photocopy One (1) Letter of Authorization - original	Government Agencies, Company, School (University/College) Government Agencies, Company, School (University/College) Account holder	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
RECONNECTION/VOLUNTARY DISCONNECTION				
1. Customer or authorized representative requests for: a) reconnection of disconnected meter b) voluntary disconnection and acknowledges the SR prepared at the Customer Service Assistant Desk	1.1. CSA prepares Service Request form indicating the date and complete customer details including necessary charges to effect the customer's request 1.2. CSA posts in the CRO database the customers' request	None	10 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
2. Customer pays the necessary charges at the Tellers' booth to effect the reconnection/ disconnection of the meter	2.1. Validate water bill as initiated by CSA or issue corresponding Official Receipt/s	Amount to be paid	5 minutes	Geraldine Mamaril Angelie Mae De Lemios Celso Mangaoang Jr. (Tellers, Finance Division)
3. For voluntary disconnection requests, customer presents the Official Receipt to the CRO clerk	3.1. CSA indicates the Official Receipt numbers and date of payment in the prepared Service Request (SR) for Voluntary Disconnection	Unpaid arrears	5 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, Commercial Division)
4. For all other Metering Requests, the Customer files/reports thru phone or walk-in at the Customer Service Assistant Desk	4.1. Prepare and issue the SR to the Utilitymen for implementation	None	5 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, Commercial Division)
5. Acknowledge the metering activity performed	5.1. Utility men receive and act on the SRs issued	None	30 minutes	Denver Alipio Mark Gallito Rowel Delgado (Commercial Division)



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
6. none	2.3. Record/ post the accomplishment of the Utilitymen in the CRO database/ customers' individual records	None	5 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, Commercial Division)
TOTAL:		(Please refer to TABLE E)	1 hour	

Metering Services is covered under R.A. 11032

*CSA – Customer Service Assistant

Note: Reconnection of disconnected services (due to unpaid bills) not applied for connection after six (6) months or voluntary disconnection not applied for reconnection within one (1) year shall be disconnected from the standpipe slot and the same will be opened for availability to other customers/ applicants. Re-application after slot has been plugged or disconnected shall be considered as a New Connection and all tapping fees and charges shall apply.

TABLE E: TOTAL RECONNECTION FEES

No. of Times Disconnected	Reconnection Fee	Other Fees
1	PHP100.00	-
2	PHP200.00	-
3	PHP300.00	Guarantee Deposit: equivalent to three (3) times the average monthly consumption (3 months) prior to disconnection
4 or more	PHP300.00	-
Calibration fee: Php300.00 for efficiency testing of ½"Ø water meters disconnected for a period of six (6) months or more.		



5. CUSTOMER COMPLAINTS/REQUESTS

Brief Description of the frontline service rendered:

Complaints/requests attended to in this section include:

- 5.1. water supply complaints (no to limited/low water supply; low pressure);
- 5.2. water quality problems experienced during water distribution schedule, including those affected by unscheduled power supply interruptions at the source; or
- 5.3. repair of broken pipes before the water meter

Customers may call the 24-hour hotline at telephone numbers 442-4929, 442-3218 or cellphone numbers 09088651504 / 09228409765 /09176794929.

Office or Division:	Commercial Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All BWD Customers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Two (2) copies Service Request Form	Customer Relations Office

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer reports broken/ leaky pipes or no-water problem (walk-in / phone-in) at the Customer Service Assistant Desk. Details needed: <ul style="list-style-type: none"> customer's name, address, telephone numbers, nearest neighbor or landmark, account name/numbers, as necessary 	1.1. Receive complaint/report, record the same in the logbook, prepare Service Request (SR) and relay request through VHF Radio and/or cellphone to the concerned Pipe Maintenance/ Leak Repair Crew/ Comprehensive Troubleshooting Crew (CTC)/Supervisor	None	2 minutes	Romeo S. Adriano - Supervisor Florenn Ballesil Wendy Perez Kevin Clyde Caguimbal Ryan Wanawan Lester Lorena Reden Bulayo Jelly Bee Backong Gellian Yamashita Mark Anthony Quitlong Rommel Frencillo (CSAs, Commercial Division)
2. none	2.1. Concerned crew acts accordingly on the complaint relayed; updates SR on action/s taken & prepares Summary/ Accomplishment Report and submits the same to the Supervisor concerned	None		CTC Crew for "No water complaints", Leak Repair Crew for broken pipes/busted pipes or Water Quality Crew for water quality complaints Contact Number 442-4228



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	a. limited to no water supply b. water quality problems c. reported leaks		1 day (during water distribution schedule) 1 day 1 day	Ramelo De Vera Dominic Agusdan Keith Cacas Keneth De Leon Harold Balintaculo Braille Paulino Arjon Almuete <i>(CTC, Distribution)</i> Basilio Munar Ermelito Llorca <i>(Water Quality)</i> Abraham Ogues Ramelo De Vera Felino Gapuz John Supsup Lardy Bagani Renato Dizon Maxwell Manongyao Jeofrey Jardin <i>(Leak Repair)</i>
3. none	3.1. Update logbook and indicate action/s taken and sort SRs based on results. <i>SRs for leak detection/re-issue are returned to the concerned crew for appropriate action</i>	None	5 minutes	Romeo S. Adriano - Supervisor Floren Ballesil Wendy Perez Kevin Clyde Caguimbal Ryan Wanawan Lester Lorena Reden Bulayo Jelly Bee Backong Gellian Yamashita Mark Anthony Quitlong Rommel Frencillo <i>(CSAs, Commercial Division)</i>



4. none	5.4. Prepare daily reports indicating action/s taken and results of reported broken pipes and no water problem and submit the same to the Office of the General Manager	None	1 day	Romeo S. Adriano - Supervisor Florenn Ballesil Wendy Perez Kevin Clyde Caguimbal Ryan Wanawan Lester Lorena Reden Bulayo Jelly Bee Backong Gellian Yamashita Mark Anthony Quitlong Rommel Frencillo (CSAs, Commercial Division)
TOTAL:		None	2 days 7 minutes	
a. Limited to no water supply b. Water quality c. Reported leaks				

Customers Complaints/Requests Service is covered under R.A. 11032

6. REQUESTS FOR WATER DELIVERY

Brief Description of the frontline service rendered:

Customers may avail of the BWD water delivery services, as needed, thru telephone numbers 442 – 4929, 442 – 3218 or cellphone numbers 09088651504, 09228409765, 09176794929 from Mondays to Sundays.

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All residents, government agencies, commercial establishments of Baguio City with active water service connection with the District.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Two (2) copies Water Delivery Request Form	Customer Relations Office

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
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1. Customer requests for water delivery service (walk-in/phone-in) at the Customer Service Assistant Desk	1.1. Receive request, record the same in the logbook, and prepare delivery order with the customer's details and number of drums requested; 1.2. Prepare summary and issue the same to the Water Delivery crew	None	5 minutes 15 minutes	Romeo S. Adriano - Supervisor Florenn Ballesil Wendy Perez Kevin Clyde Caguimbal Ryan Wanawan Lester Lorena Reden Bulayo Jelly Bee Backong Gellian Yamashita Mark Anthony Quitlong Rommel Frencillo (CSAs, Commercial Division)
2. Acknowledge the water delivered	2.1. Act on the delivery order, update summary/ actions taken and transmit to the CRO for review and recording	None	2 hours	Lancer Frigillana Frankie Rocapor Rey Ferrer Ronie Valdrez (Water Delivery Crew, Commercial Division)
3. none	3.1. Update logbook. Unacted Water Delivery request/s are re-issued to the Water Delivery crew; requests acted upon are transmitted to the Billing Section for posting in their database for proper charging.	None	40 minutes	Romeo S. Adriano - Supervisor Florenn Ballesil Wendy Perez Kevin Clyde Caguimbal Ryan Wanawan Lester Lorena Reden Bulayo Jelly Bee Backong Gellian Yamashita Mark Anthony Quitlong Rommel Frencillo (CSAs, Commercial Division)
TOTAL:		P30 pesos per drum	3 hours	

Requests for Water Delivery is covered under R.A. 11032

7. APPLICATION FOR SENIOR CITIZEN ACCOUNT (SCA)

Brief Description of the frontline service rendered:

Senior Citizens may avail of the senior citizen discount on their current bill. Approved Senior Citizen Accounts will be granted a 5% discount automatically deducted/reflected in the water bill provided the consumption will not exceed thirty (30) cubic meters and the account should be in the name of the Senior Citizen for at least one (1) year.

Office or Division:	Commercial Division
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Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen,		
Who may avail:	All senior citizen residents of Baguio City with water service connection with the District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) copy Application for Senior Citizen Account Form*, original *Duly signed by the Punong Barangay of where the citizen resides as proof of residence		Customer Relations Office Office of the Punong Barangay where the Senior Citizen resides	
Proof of billing (copy of the latest bill)		Delivered at residence during monthly water meter reading period or at the Customer Relations Office	
One (1) Senior Citizen ID, photocopy		Senior Citizen Federation Office	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Applicant secures an application form and submits the same together with photocopies of the requirements in accordance with Article 12 Section 1 of the IRR Republic Act No. 9994 (Expanded Senior Citizens Act of 2010) at the Customer Service Assistant Desk	1.1. Accept and check the form and requirements, if complete	None	15 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
2. none	2.1. CSA prepares service request and transmits to Meter Investigator	None	5 minutes	Joey Dua Kristian Calosing Raul Umagtam Simplicio Abellera Rimando Alloy Mark Gallito Alvin Ora Joel Bantiyan Edmar Siwag Denver Alipio (Meter Investigators, Commercial Division) Contact Numbers: 442-4008 442-6539
3. Customer acknowledges Investigation Report at their residence	3.1. Meter Investigator acts on the service request and submits results to the Supervisor	None	30 minutes	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
4. none	4.1. Supervisor checks results/ Customers' Investigation Report if the application for	None	5 minutes	Engr. Michael Jordan E. Sison Joana D. Carama (Supervisors,



	SCA is approved/denied/deferred and endorses the same to CSA for posting and for modification of the account, if approved.			<i>Commercial Division)</i> Contact Numbers: 442-4008 442-6539 442-4929 442-3218
5. none	5.1. Record/ post the accomplishment/ results of investigation and modify account, if approved	None	5 minutes	Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, <i>Commercial Division</i>) Contact Numbers: 442-4008 442-6539
TOTAL:		None	1 hour	

Application for Senior Citizen Account is covered under R.A. 11032

*CSA – Customer Service Assistant

8. CUSTOMER SERVICES

A. CHANGE OF ACCOUNT NAME

Brief Description of the frontline service rendered:

This covers request for change of account name from a previous owner to the new user of the account. Customers may request for a change of account name and requirements shall be submitted and evaluated prior to the approval of the application.

Office or Division:	Commercial Division, Customer Care Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	All residents/offices/establishments of Baguio City who can provide the required documentary requirements
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
*One (1) photocopy of the Title of Property or Tax Declaration	Baguio City Local Government Registry of Deeds Office, City Assessor's Office-
*One (1) photocopy of Duly Notarized Deed of Sale (if applicable)	Vendor of Property
Notarized authorization Letter	From the Old Account owner



Valid Identification of the applicant and the old owner	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Phil health, LTO, PRC, City Hall
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CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
(WALK-IN)				
1. Applicant visits the office and present all the documentary requirements	1.1. CSA validates the documents submitted			
2. Applicant signs the Contract for Water Services and pays the corresponding change of name fee at the Tellers' Booth	2.1. Teller accepts/ receives payment; issues Official Receipt 2.2. Update BWD Commercial Database to the change account	Php300.00 (Residential) Php500.00 (Commercial)	30 minutes	Alfa Katherine Saulon Glaiza Fortea (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
TOTAL			30 minutes	
(ONLINE)				
1. Applicant applies online through the BWD website www.baguiowaterdistrict.gov.ph ; fills-up application form found in the "Consumer Page" field and attaches required documents	1.1. CSA validates the documents submitted	Php300.00 (Residential) Php500.00 (Commercial)	15 minutes	
2. CSA calls the applicant for the signing of the Contract for Water Services and pays the corresponding fee for the <i>Change of Name</i> at the Tellers' Booth	2.1. Teller accepts/ receives payment; issues Official Receipt 2.2. Update BWD Commercial Database to the change		10 minutes 3minutes	Alfa Katherine Saulon Glaiza Fortea (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
	account name			
TOTAL			28 minutes	

B. PROCESSING OF REFUND OF GUARANTEE DEPOSIT AND ADVANCE PAYMENT

Brief Description of the frontline service rendered:

This covers request for the refund of guarantee deposit/s and advance payment/s made on water bills and other charges.

Office or Division:	Commercial Division, Billing Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	All BWD customers with overpayment and guarantee deposit/s
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Refund with attached Original Receipt issued upon payment of the guarantee deposit; if lost, Notarized Affidavit of Loss; One (1) photocopy of Valid ID	
Certification for Refund	Commercial

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
1. Customer requests for a refund	1.1. Validate if refund may be granted and request submission of documents	None	5 minutes	Alfa Katherine Saulon Glaiza Fortea (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
2. Customer fills out the <i>Request for Refund Form</i> and attaches required documents	2.1. CSA checks the requirements submitted	None	2 minutes	
3. (None)	3.1. Prepare Request for Refund and endorse for approval	None	5 minutes	Evelyn Lechad (CSA, Commercial) Joana D. Caramé (Billing Supervisor) Evelyn G. Villanueva (OIC, Commercial Division Manager)
	3.2. Prepare Disbursement Voucher (DV)	None	5 minutes	April Joy Villena (Accounting Clerk)



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
4. (None)	4.1. Validate and approve refund	None	30 minutes	Kathleen Cacdac (Internal Audit)
	4.2. Prepare check and endorse for Management approval	None		Atty. Ma Luisa Tenedero (AGM, Non-Technical) Engr. Salvador Royeca (General Manager)
5. Customer visits the BWD office to claim the check payment	Update Commercial Database to <i>Change of Account</i>	None	5 minutes	Benilda Ananayo (Cashier)
TOTAL			52 minutes	

C. REQUEST FOR PROMISSORY NOTE

Brief Description of the frontline service rendered:

This covers request for promissory note for customers who are unable to pay in full. A promissory note is a document signed by a customer containing a written promise to pay a stated sum from instances where a promissory note is allowed and to be paid in installments over an agreed period of time.

Office or Division:	Commercial Division, Billing Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business
Who may avail:	All residents/offices/establishments of Baguio City who can provide the required documentary requirements
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PRINCIPAL:	
Signed Promissory Note	Baguio City Local Government, Registry of Deeds, City Assessor's Office
One (1) photocopy of valid identification	BIR, Post Office, DFA, PSA, SSS, GSIS, PagIBIG, Philhealth, LTO, PRC, City Hall
REPRESENTATIVE	
Valid Government-issued ID of the representative and account owner	BIR, Post Office, DFA, PSA, SSS, GSIS, PagIBIG, Philhealth, LTO, PRC, City Hall

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
(WALK-IN)				
1. Customer requests for installment payment	1.1. CSA checks for outstanding balance and requests submission of valid ID	none	3 minutes	Erwin Tai Evelyn Diaz Rio Aguado (CSA, Commercial Division) Contact No: 442-4008;



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
				442-6539
2. Request approval for preferred number of months to pay	2.1. CSA prepares the Promissory Note (PN) if not more than six (6) months, otherwise request approval from the Supervisor prior to PN preparation	None	10 minutes	Joana Caramé (Supervisor, Commercial Division)
3. Sign the Promissory Note (PN)	3.1. Commercial Division Manager approves the Promissory Note	None	1 minute	Evelyn G. Villanueva (OIC, Commercial Division Manager)
4. Customer receives a signed copy of the PN	4.1. CSA provides the client a copy of the PN	None	1 minute	Erwin Tai Evelyn Diaz Rio Aguado (CSA, Commercial)
	4.2. CSA furnishes a copy to the Billing Section for monitoring	None	1 minute	
TOTAL =			16 minutes	
(ONLINE)				
1. Customer sends request for installment payment through e-mail	1.1. CSA/Billing Clerk sends an initial reply that request shall be evaluated and ask for additional requirements	None	5 minutes	Bernadette Dacanay (CSA, Commercial Division)
	1.2. Billing Supervisor evaluates the request	None	10 minutes	Joana Caramé (Supervisor, Commercial Division)
	1.3. Commercial Division Manager approves and endorses the recommendation for approval	None	5 minutes	Evelyn G. Villanueva (OIC, Commercial Division Manager)
	1.4. AGM/GM approves the recommendation	None	2 minutes	Atty. Ma. Luisa Tenedero (AGM-Non Technical) GM Salvador Royeca (General Manager)
	1.5. Billing Clerk prepares and sends approved letter reply based on the approved recommendation	None	15 minutes	Bernadette Dacanay (CSA, Commercial Division)
2. Customer visits the BWD office to	2.1. CSA prepares the Promissory Note (PN)	None	10 minutes	Erwin Tai Evelyn Diaz



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
physically sign the PN	based on the approved terms as recommended			Rio Aguado (CSAs, Commercial Division)
3. Sign the Promissory Note	3.1. Commercial Division Manager approves the PN	None	2 minutes	Erwin Tai Evelyn Diaz Rio Aguado (CSA, Commercial Division)
4. Receives a signed copy of the PN	4.1. CSA provides the client a copy of the PN	None	1 minute	Erwin Tai Evelyn Diaz Rio Aguado (CSA, Commercial Division)
	4.2. CSA furnishes a copy to the Billing Section for monitoring	None	1 minute	
TOTAL =			51 minutes	

D. REQUEST FOR DOCUMENTS (CERTIFICATE OF WATER SOURCE / CONNECTION AND LEDGER OF THE ACCOUNT)

Brief Description of the frontline service rendered:

This covers request for documents such as Certificate of Water Source and Ledger of the Account.

Office or Division:	Commercial Division, Customer Service Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	All BWD customers with overpayment and guarantee deposit/s
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PRINCIPAL:	
Accomplished Freedom of Information (FOI) Form.	Baguio Water District Office
One (1) photocopy of Valid Identification	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO, PRC, City Hall
REPRESENTATIVE:	
Accomplished Freedom of Information (FOI) Form.	Baguio Water District Office
One (1) Original Notarized Authorization letter	Person/s being represented, account owner
Valid Government-issued ID of the representative and account owner	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, LTO, PRC, City Hall



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
1. Customer files request for documents, accomplishes FOI Form and submit requirements	1.1. CSA accepts the form, validates the documents submitted	None	5 minutes	Erwin Tai Evelyn Diaz Rio Aguado (CSAs, <i>Commercial Division</i>) Contact Numbers: 442-4008 442-6539
2. (None)	2.1. Approve accomplished FOI Form and send thru email to the Division Manager for endorsement and approval	None	10 minutes	Evelyn P. Lechad (CSA, <i>Commercial Division</i>) Evelyn G. Villanueva (OIC, <i>Commercial Division Manager</i>)
3. (None)	3.1. Prepare certification and/or documents requested upon approval of the FOI Form	None	15 minutes	Bernadette Dacanay (CSA, <i>Commercial Division</i>)
	3.2. Endorse Certification for approval by the AGM Non-Technical / General Manager	None		Evelyn G. Villanueva (OIC, <i>Commercial Division Manager</i>)
4. (None)	4.1. CSA informs the customer of the approved request which may be claimed anytime	Php50.00 (Certification) Php30.00/ year (ledger)	5 minutes	Evelyn P. Lechad (CSA, <i>Commercial Division</i>)
5. Customer claims the requested document / Certification	(None)			
TOTAL			35 minutes	



COMMERCIAL DIVISION

INTERNAL SERVICES



1. APPREHENSIONS

Brief Description of the frontline service rendered:

Documents are submitted for the alleged violation under PD 198 such as illegal connection, illegal tapping, illegal connection of booster pump, unauthorized reconnection of water meter, meter tampering, illegal transfer of tapping, and broken seal and Debit Memo prepared for charges to be imposed to the apprehended accounts.

Office or Division:	Commercial Division/Audit Division/Repairs & Maintenance Division/OAGM/GM
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	concerned employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Investigation Request Form	Commercial Division
Customer's Ledger History	Commercial Division
Notice of Apprehension Form	Commercial Division
Customer's Investigation Form	Commercial Division
WUMS-Complaints and Requests	Commercial Division

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
1. Meter Reader or concerned employee request for investigation	1.1. CSA prepares and fills-up Investigation Request Form (IRF) for any suspected violations or any reported illegal activity/ies and endorses to CSA Supervisor. <i>**attach customer's ledger</i>	none	2 minutes	Simplicio Abellera (CSA-Investigators)
2. (none)	2.1. Schedule an on-site inspection/investigation during water distribution schedule	None	2 minutes	Engr. Michael Jordan E. Sison (Supervisor, Commercial Division)
3. (none)	3.1. Validate alleged illegal activity and pull-out water meter, if confirmed. Issue Notice of Apprehension	None	30 minutes (during water distribution schedule)	Raul S. Umagtam (CSA – Investigator, Commercial Division) Ashley de Guzman (Audit)
4. (none)	4.1. CSA Supervisor reviews and endorses documents* to Billing Section and Customer Care Section <i>*Notice of Apprehension, Customer's Investigation</i>	None	30 minutes	Engr. Michael Jordan E. Sison (Supervisor, Commercial Division)



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
	<i>Report, and other evidences)</i>			<i>Division)</i>
5. (none)	5.1. CSA posts and updates the WUMS-C&R; and Billing Clerk computes applicable Penalty and Recovery charges	None	30 minutes	Evelyn T. Diaz (CSA, Customer Care) Julio L. Apil (Billing Clerk)
6. Recommend Debit Memo for review	6.1. Billing Supervisor validates/checks the form and endorses for review by the Commercial Division Manager	None	5 minutes	Joana D. Carama (Billing Supervisor) Evelyn G. Villanueva (OIC, Commercial Division Manager)
	6.2. Request for approval and endorsement to Audit	None	3 minutes	
7. Validate and approve Debit Memo	7.1. (none)	None	2 days	Luzvimin Ramos (Internal Auditor)
8. Approve audit recommendation	8.1. (none)	None		Engr. Salvador Royeca (General Manager)
9. (none)	9.1. Prepare post-adjustment in the WUMS	None	3 minutes	Kristine Denis (CSA, Billing Clerk)
	9.2. Record the BAM in the customer's ledger			
TOTAL			2 days, 1 hour, 45 minutes	



2. PROCESS REIMBURSEMENT OF TRANSPORTATION ALLOWANCES OF METER READERS AND UTILITYMEN

Brief Description of the frontline service rendered:

This covers the reimbursement of transportation expenses of various meter readers during the conduct of their meter reading and other related activities.

Office or Division:	Commercial Division / Admin / Finance
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All concerned employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Travelling Expense Form	Commercial Division
Certification for Reimbursement	Commercial Division

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
1. Fill-up Travelling Expenses Form indicating daily the date, purpose, and fare for a particular month	1.1. (none)	NONE	5 minutes	CSA – concerned Meter Readers
2. (none)	2.1. Collate accomplished Travelling Expenses Form 2.2. Sort, check, and compute the total amount to be reimbursed per CSA every 8 th of the following month 2.3. Prepare certification	None	30 minutes	Evelyn P. Lechad (Billing and Complaints Clerk)
3. (none)	3.1. Certify the request for reimbursement and endorse for approval	None	15 minutes	Joana D. Caramé Billing Supervisor Evelyn G. Villanueva (OIC, Commercial Division Manager)
4. (none)	4.1. Validate the accomplished form vis-à-vis actual biometric time-in 4.2. Compare the dates indicated in the summary of travel to the actual date of duty through the recorded time-in in the biometrics	None	1 day	Maricel Escora Administrative Clerks Atty. Chanell Dolor D. de Guzman Administrative Division Manager
5. (none)	5.1. Endorse for the	None	3 days	Arlyn Cofulan



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
	preparation of Disbursement Voucher (DV) 5.2. Prepare DV and Check for audit and approval			<i>Accounting Processor</i> Julio Apil <i>(Internal Audit)</i> Atty. Ma. Luisa C. Tenedero <i>AGM – Non-Technical</i> Engr. Salvador M. Royeca <i>General Manager</i>
6. Concerned employee receives his reimbursement		None		
	TOTAL		4 days 50 minutes	



3. NEW CONNECTION APPLICATIONS WITH ISSUES

Brief Description of the frontline service rendered:

This covers the tax declarations submitted as documentary requirements for new connection applications marked “*WITHIN SAFEGUARDED AREA*” and with annotations such as “*Mining Proclamation*”, “*Right-of-Way*”, and within watershed, military base, government offices such as PEZA, PAG-ASA, GSIS, and BGH, among others.

Office or Division:	Commercial Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Commercial – New Connection Section
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Updated Tax Declaration	Applicant/customer
Filed Service Application	Commercial Division

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
1. Endorse accomplished Application Form and Tax Declaration to the supervisor	1.1. Review the submitted documents of the applicant and checks for special issues which necessitates further advice	None	5 minutes	Glaiza Fortea Alfa Katherine Saulon CSA, New Connection
2. (none)	2.1. Validate the purpose of endorsement, evaluate and endorse the same to the concerned division/section, e.g. Non-Revenue Water Management Division – Watershed and ROW issues; Legal Office – other issues	None	20 minutes	Joana D. Caramé Supervisor Evelyn G. Villanueva (OIC, Commercial Division Manager)
3. (none)	3.1. Conduct on-site inspection and issue Watershed Certification 3.2. Evaluate government Right-of-Way issues and submit recommendations for approval 3.3. Evaluate and issue Legal Opinion / recommendation for approval	None	15 minutes	Francis B. Paatan (OIC, Watershed Supervisor)



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON/S RESPONSIBLE
4. (none)	4.1. Review and approve the recommendation/s submitted in Items 3.2 and 3.3.	None	15 minutes	Atty. Ma. Luisa C. Tenedero <i>AGM-Non Technical</i> Engr. Salvador M. Royeca <i>General Manager</i>
5. Receive result of watershed inspection and approved recommendation	5.1. Process the application or water connection inspection 5.2. Inform applicant in writing of denied application	None	15 minutes	Glaiza Fortea Alfa Katherine Saulon <i>CSA, New Connection Section</i> Concerned Requester
	TOTAL		1 hour 10 minutes	



FINANCE DIVISION

External Services

1. REFUND FOR ERRONEOUS ONLINE PAYMENTS

Brief Description of the frontline service rendered:

This process is undertaken for customers who have made payments online however, would like to request for a refund for erroneous payment.

Office or Division:	Finance Division/Treasury and Budget Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen,
Who may avail:	All customers of the BWD who pay their water bills online
CHECKLIST OF REQUIREMENTS	
Validated proof of payment by collecting merchant.	N/A
WHERE TO SECURE	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Send an email request online	1.1. Acknowledge e-mail	none	Within 15 minutes upon receipt of email	Treasury and Budget Section Claire D. Canite Danna Elloisa E. Macasing Benilda P. Ananayo <i>Cashier</i>
2. Wait for an e-mail from the BWD (<i>persons liable</i>)	1.1. Validate claim of customers	none	Within 15 minutes or as soon as the data for the particular date of transaction is received from the online collection merchant	
3. Proceed to the BWD Office to claim the request/refund, if any	3.1. Send instructions to the customer through e-mail or cellphone/landline call	none	30 minutes	
	3.2. Update online collections records	none		
TOTAL			1 hour	



2. DISBURSEMENT OF APPROVED CHECKS

A. DISBURSEMENT OF APPROVED CHECKS

Brief Description of the frontline service rendered:

This process involves procedures on the release of approved checks to BWD suppliers, either on goods and services.

Office or Division:	Finance Division/
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All customers/suppliers of the BWD
CHECKLIST OF REQUIREMENTS	
Any valid government ID from the customer	Customer
Authorization from the company owner for suppliers/contractors and company ID	Company/establishment concerned
WHERE TO SECURE	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
A. CUSTOMERS				
1. Customer files claim	1.1. Verify legitimacy of the claim of customer	none	1 day	Treasury and Budget Section Benilda P. Ananayo Cashier
	1.2. Update customer about the transaction via email or phone call	None		
	1.3. Prepare documents for the preparation of Disbursement Voucher	None		
2. Customer proceeds to the Cashier to claim check payment	2.1. Request for any valid government ID and photocopy the same and attach to the DV	none	1 day	
3. Customer receives and signs in the "Received by" portion of the DV in three (3) copies	3.1. (none)	None		
TOTAL			2 days	
B. SUPPLIERS				
1. Supplier/contractors inquire thru email or phone call if check payment is ready for pick-up	1.1. Verify if check payment has been approved	None	1 day	Treasury and



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
2. Supplier/contractor proceeds to the office to claim check payment from the Cashier	2.1. Request for company ID and/or authorization from company owner; photocopy the same and attach to the DV	None	1 hour	Budget Section Benilda P. Ananayo <i>Cashier</i>
3. Supplier/contractor signs in the "Received by" portion of the DV in three (3) copies.		None		
TOTAL			1 day and 1 hour	



ADMINISTRATIVE DIVISION
External Services



1. ASSISTANCE TO ON-THE-JOB TRAINING (OJT) STUDENTS

Brief Description of the frontline service rendered:

This is to allow and accept students from different schools and universities within Baguio City to for an on-the-job training (OJT) or practicum with the District to help students in their professional growth through exposure to actual work experiences.

Office or Division:	Administrative Division-Manpower, Placement and Recruitment (MPR) Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Students who are required to undergo On-the-Job Training (OJT)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letters of Intent to render OJT and signed endorsement by the school of student/s (endorsed to/approved by the GM)		Student's School/University	
Resume and 2x2 pictures		Student	
Vaccination card/certificate		DOH	
Memorandum of Agreement (MOA) between BWD and School		Student's School/University	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Send letter of intent (<i>addressed to the GM</i>), resume, and letter of endorsement from the school/university	1.1. Office of the GM to endorse the documents to the MPR Section	None	1 day	Engr. Salvador M. Royeca (General Manager) Rachel C. Espino (Secretary, Office of the GM) 074-442-3456 baguiowaterdistrictgmo@gmail.com
2. Wait for the advice of the MPR Staff for the start of OJT	2.1. MPRS to check submitted documents 2.2. MPRS to prepare contract and ID of OJT Students	None	3 days	Alexis Kevin S. Ybañez (Office Clerk) 074-444-7246
3. Report for OJT	3.1. MPRS to orient OJT Students on general BWD rules 3.2. MPRS to endorse OJT Students to the divisions they are assigned to 3.3. Concerned division to orient the OJT Students on their tasks	None	1 day	
TOTAL			5 days	



2. ISSUANCE OF CERTIFICATE OF APPEARANCE

Brief Description of the frontline service rendered:

Certificate of Appearance is prepared upon request by private individuals or government employees who visit or are on official business with the District.

Office or Division:	Administrative Division-MPR Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Government employees from other agencies and private individuals who visit the BWD
CHECKLIST OF REQUIREMENTS	
Travel Order and/or approved letter of request	Office of the requisitioner/s
Valid ID Card	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Show travel order/approved letter of request/Valid IDs	1.1 Prepare certificate of appearance	None	15 minutes	Emelita C. Sy SIRDO B 074-444-7246 Atty. Chanell Dolor D. De Guzman-Bitao Administrative Division Chief 074-444-7246
2. Receive requested Certificate of Appearance	2.1 Release requested Certificate of Appearance	None	5 mins	Requester
TOTAL			20 minutes	



ADMINISTRATIVE DIVISION
Internal Services



1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT/SERVICE RECORD

Brief description of the frontline service rendered:

Certificate of Employment (COE) and/or Government Service Record (GSR) showing the position titles held with the inclusive dates, employment status, and salary of BWD employees and job orders, is issued as requested by former and incumbent employees/job orders.

Office or Division:	Administrative – MPR Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Former and incumbent permanent and casual employees, Job Orders Authorized representatives of former employees and Job Orders
CHECKLIST OF REQUIREMENTS	
Request for documents form to be approved by the GM	BWD Administrative Division Office
Valid IDs (for former employees and job orders)	Appropriate government agencies
Authorization/SPA of authorized representative/s	Concerned employee

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Obtain and accomplish the BWD prescribed Request for Documents Form (RDF)	1.1. Endorse accomplished RDF for approval 1.2. Draft certificate and/or generate service record 1.3. Approve the RDF and sign the COE (GM); GSR (Admin DC) 1.4. Return the approved/ signed COE and/or GSR to MPRS	None	1 day At least 1 day	Maricel Escora Sharlene M. Durante <i>Personnel Staff</i> 074-444-7246 Engr. Salvador M. Royeca <i>General Manager</i> 074-442-3456
2. Pick up the approved/ signed RDF and/or COE	2.1. MPRS to affix BWD seal on the COE 2.2. Inform requester thru text message or call via landline/mobile phone 2.3. Issue the RDF / COE	Php 50.00 per page	1 day	Maricel Escora Sharlene M. Durante <i>Personnel Staff</i> 074-444-7246
	TOTAL		3 days	



2. REQUEST FOR PURCHASE & ISSUANCE OF MATERIALS FOR BWD OPERATIONS

Brief description of the frontline service rendered:

The Procurement & Property Section shall purchase the requested materials/equipment which will be utilized for BWD operations. The same shall be issued to requisitioners once these are received/delivered and certified accepted by the end-users.

Office or Division:	Administrative – Procurement & Property Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Current/Incumbent employees
CHECKLIST OF REQUIREMENTS	
Prescribed Purchase Requisition (PR) form to be approved by the GM	Available in all divisions/offices
Approved Store Requisition Slips (SRS)	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
.a. PURCHASE REQUISITION				
1. Requisitioner accomplishes PR and endorses the same for approval	For approved PRs, the Purchasing Section undertakes the following: 1.1. Preparation and distribution of RQ to opening of bids 1.2. Opening of bids 1.3. End-user's evaluation 1.4. Preparation to approval of Abstract of Bids 1.5. Preparation to approval of Purchase Order (PO) / CAS 1.6. Awarding of PO / CAS 1.7. Receives deliveries from supplier and	None	10 days 1 day (Every Wed) 7 days 5 days 5 days 2 days Within 2 hours from receipt	Paul Michael A. Trajano <i>OIC-Purchasing Supervisor</i> 074-442-4858 Engr. Salvador M. Royeca <i>General Manager</i> 074-442-3456



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	prepares Receiving Report (RR)			
	TOTAL		30 days 2 hours	
.b. ISSUANCE OF REQUESTED MATERIALS				
1. End-user prepares SRS for approval of concerned Division Manager	1.1. Issue materials after receipt of approved SRS	None	At least 10 minutes	Charles C. Olsina/ Fernando L. Dosalen/ Michael Steve P. Nuguid <i>Warehouse staff</i> 074-442-4858
	TOTAL		≈ 10 mins	



3. REPAIR / MAINTENANCE OF BWD SERVICE VEHICLES AND EQUIPMENT

Brief description of the frontline service rendered:

The Motorpool Section shall check and repair simple defects of service vehicles and equipment as requested by end-users (BWD employees).

Office or Division:	Administrative – Equipment Maintenance/Motorpool Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Current/Incumbent employees
CHECKLIST OF REQUIREMENTS	
Prescribed Job Order (JO) form to be approved by the GM	Available in all divisions/offices
Incident Report (as applicable)	End-user/Employee's concerned supervisor

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Driver/Operator accomplishes Job Order (JO) and endorses for approval by the concerned division manager	1.1. Assess reported defects and check availability of needed spare parts 1.2. Undertake repair of noted defects and/or replacement of defective part/s	None	at least 1 day (<i>Dependent on the extent of defect</i>)	Roger M. Estal Jeson O. Caguimbal <i>Motorpool Staff</i> Engr. Glenn Oliver P. Villena <i>OIC - Motorpool Supervisor</i> 074-444-7246
2. Sign acknowledgment logbook	2.1. Release the repaired service vehicle/ equipment	None	At least 10 minutes	Engr. Glenn Oliver P. Villena <i>OIC - Motorpool Supervisor</i> 074-444-7246
	TOTAL		1 day 10 mins	



INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) DIVISION
Internal Services



1. CREATION OF NEW SYSTEM / PROGRAM / MODULE FOR DATA EXTRACTION

Brief Description of the service rendered:

Development of new systems, programs, modules, and extract required data within the set scope, time, quality, and budget constraints to improve efficiency of various processes.

Office or Division:	ICT Division / SDSA Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Various divisions
CHECKLIST OF REQUIREMENTS	
Approved ICT SDSA-JO-F001 Form	ICT Division

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Submit approved request	1.1. Receive approved Job Order request to create new system, add module for existing system or data extraction. 1.2. Submit request for desired system, additional module for existing system, data extraction, or new system.	None	1 day	Atty. Ma. Luisa C. Tenedero <i>AGM Non-Technical</i> Engr. Salvador M. Royeca <i>General Manager</i> 074-442-3456
2. (none)	2.1. Plan/assess software and hardware requirements. 2.2. Lay-out plan and assess hardware/software aspects of the request 2.3. Gather data according to scope, time, quality, and budget	None	2 days	Geovani L. Piza <i>ICT Division Manager</i> Karina D. Tuliao Syver Rodriguez Arvin Franz Aban Karl Kevin Domingo Monica Cayaba



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
3. End-user checks draft lay-out presented	3.1. Draft lay-out of system, program, module and present lay-out to the Division Manager 3.2. Submit design and data	None	2 days	<i>SDSA Section Staff</i> <i>End-users</i>
4. (none)	4.1. Design and code the system, program, or module	None	3 months	Geovani L. Piza <i>ICT Division Manager</i> Karina D. Tuliao Syver Rodriguez Arvin Franz Aban Karl Kevin Domingo Monica Cayaba <i>SDSA Section Staff</i>
5. (none)	5.1. Conduct test run to check for bugs and errors	None	2 weeks	Geovani L. Piza <i>ICT Division Manager</i>
6. (none)	6.1. Deploy system and orient end-users and maintenance	None	1 week	Karina D. Tuliao Syver Rodriguez Arvin Franz Aban Karl Kevin Domingo Monica Cayaba <i>SDSA Section Staff</i>
7. End-user utilizes program created	7.1. (none)	None		<i>End-users</i>
	TOTAL		3 months 3 weeks and 5 days	



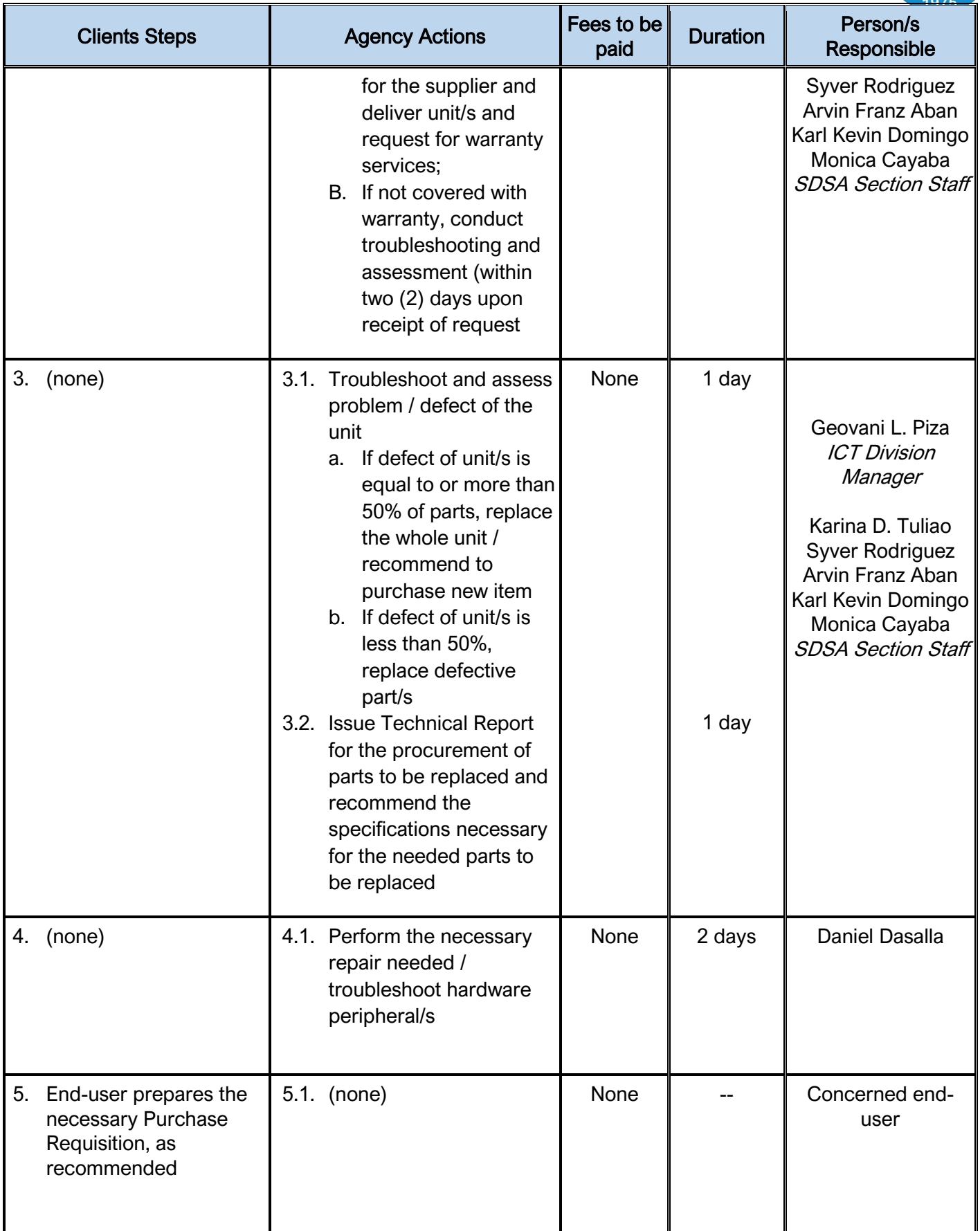
2. TROUBLESHOOTING/ASSESSMENT OF HARDWARE PERIPHERALS

Brief Description of the service rendered:

The ICT SDSA Section is tasked to detect potential problems by performing periodic inspection of hardware and schedule maintenance and software updates. Maintenance includes system check-ups, hard drive checks, detection of temporary and internet cache files, hard drive defragmentation, and installation of software updates and patches.

Office or Division:	ICT Division / SDSA Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Various divisions
CHECKLIST OF REQUIREMENTS	
Approved ICT SDSA-JO-F001 Form	ICT Division

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. End-user submits request / approved Job Order for troubleshooting	1.1. Receive approved Job Order	None	1 day	Atty. Ma. Luisa C. Tenedero <i>AGM Non-Technical</i> Engr. Salvador M. Royeca <i>General Manager</i> 074-442-3456
2. (none)	2.1. Determine warranty of hardware upon receipt of request of troubleshooting / maintenance A. If under warranty, issue Technical Assessment Report	none	1 day	Geovani L. Piza <i>ICT Division Manager</i> Karina D. Tuliao





Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	TOTAL		6 days	

3. REQUEST FOR MAP AND/OR DATA USING GEOGRAPHIC INFORMATION SYSTEM (GIS)

Brief Description of the service rendered:

This covers the request for maps and/or data of the BWD water system using Geographic Information System (GIS) in printed and digital formats.

Office or Division:	GIS Section, ICT Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All BWD employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Request letter addressed to the General Manager	Client [division concerned]
GIS Data Form (Document No. ICT-GIS-JOF005)	ICT Division

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. End-user requests desired map / data and accomplishes the GIS Data Form.	1.1. Receive and review accomplished GIS Data Request Form and/or approved letter request endorsed by the OGM	None	15 minutes	Geovani L. Piza <i>ICT Division Manager</i> Shayne S. Abellera Arnold G. Galera Ronnie Jeff Ventura Quennan Tunguia <i>GIS Staff</i>
2. Client discusses the details of the map/data being requested	2.1. Show available copy of the ma/data to the client for his comment/ concurrence 2.2. Prepare the requested map/data	None None	1 hour 2 days (max)	Shayne S. Abellera Arnold G. Galera Ronnie Jeff Ventura Quennan Tunguia <i>GIS Staff</i>
	2.3. Check and review completeness of requested data and	None	1 hour	Shayne S. Abellera <i>GIS Supervisor</i>



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	endorse to Division Manager			
	2.4. Review and approve the release of the requested data/map 2.5. Inform the client of the availability of the request	None	30 minutes	Geovani L. Piza <i>ICT Division Manager</i> Shayne S. Abellera Arnold G. Galera Ronnie Jeff Ventura Quennan Tunguia <i>(GIS Staff)</i>
3. Client/requester receives the map/data		None	5 minutes	Requester/client
	TOTAL		2 days 2 hours 50 mins	



PRODUCTION AND DISTRIBUTION DIVISION

External Services

1. TROUBLESHOOTING OF NO WATER COMPLAINTS (ISOLATED)

Brief description of the frontline service rendered:

Implement approved standard troubleshooting procedures to solve “no water to limited water” concerns.

Office or Division:	Production and Distribution – Troubleshooting Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All concessionaires with active connections having concerns on limited to no water; Average daily “No water to Limited water” complaints per day = 25 complaints/day
CHECKLIST OF REQUIREMENTS	
Job Order on “No Water”	Customer Relations Office (CRO)
Customer Ledger	Customer Relations Office (CRO)
WHERE TO SECURE	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer relays concern on limited to no water thru the following: a) Customer Relations (Commercial Division) b) Online (BWD website) c) Walk-in (usually endorse by CRO) d) P&D hotline/phone	1.1. Job order on “no water” is prepared. 1.2. Troubleshooting (TS) Supervisor /Team Leader receives the job order and gathers additional information a) Customers’ History on the BWD data base (history, ledger details, etc...) b) Location/water diversion schedule c) For walk in customers, the details on their concern are further verified and discussed 1.3. TS Supervisor/Team Leader sorts the received	none	1 hour	Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Bernadette Dacanay (CSAs, Commercial Division) 442-4929 Engr. Jake Bawing OIC – TS Supervisor (09288511666) Engr. Harold Balintaculo TS – Team Leader (09463785786) P&D Hotline – 442-4228



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	Job Orders and designates the responsible Troubleshooting crew to act on the concern/conduct toolbox meeting, if necessary			
2. Customers ensure availability on site/residence during inspection by the TS crew	2.1. Conduct site inspection and implement standard troubleshooting procedures until the customer receives water supply. A. After meter problem – Depends on the complexity of the problem; may be acted by the crew on site or endorsed to the customer for their appropriate action. B. For retapping – acted by the crew on site after clearance from the TS team leader. C. For air compressor – acted by the crew on site D. For adjustment of distribution valves – endorsed by the TS Team Leader to the Distribution Supervisor for assistance E. Clogged meter – Acted on site	None	After meter problem (broken service line, closed gate valve, etc.): 1 hour Re-tapping: 1-2 days Injection of compressed air: 1 hour Valve adjustment: 1 hour De-clogging of meter: 30 mins	Area 1: John Lorence Iserio (09179366372) Area 2: Edgar Regala (09777216369) Area 3: Robert Beliano (09958968788) <i>Troubleshooting Crew</i>
3. Customer monitors their supply after troubleshooting and gives update/s	3.1. TS Team Leader sorts acted “no water to limited water” to determine accounts that needs further monitoring and endorses to the TS crew.	none	30 minutes	Engr. Jake Bawing <i>OIC – TS Supervisor</i> (09288511666) Engr. Harold Balintaculo <i>TS – Team Leader</i> (09463785786)



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
				P&D Hotline – 442-4228 Engr. Jake Bawing OIC – TS Supervisor (09288511666) Engr. Harold Balintaculo TS – Team Leader (09463785786) P&D Hotline – 442-4228
a. Total for “after meter problem”			2 hours 30 minutes	
b. Total for re-tapping			2 days 1 hour 30 minutes	
c. Total for injection of compressed air			2 hours 30 minutes	
d. Total for adjustment of distribution valves			2 hours 30 minutes	
e. Total for clogged meter			2 hours	

2. WATER SERVICE CONNECTION APPLICATION – INSPECTION ACTIVITIES

Brief description of the frontline service rendered:

Inspection of tapping to verify availability of source/tapping; and inspection of laid-out service line.

Office or Division:	Production and Distribution – New Connections	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	All customers who applied for new water connection and re-tapping/reconnection of long-time disconnected meters; up to fifteen (15) applications per day	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Water Service Connection Application		Commercial Division



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer files for application of new connection or reconnection of long-time disconnected meter	1.1. Commercial Division forwards duly accomplished Water Service Connection Application Form subject for inspection 1.2. Tapping inspector receives the application form for collation and initial assessment on the submitted attachments.	Based on computed amount	1 hour	Customer Service Assistants, Commercial Division Mr. Rico Oliva Mr. Mark Regua <i>Tapping inspectors</i> Area 1, 2 & 3 Production and Distribution Division
2. Customers ensures availability on site/residence during inspection by the tapping inspector	2.1. Tapping inspector conducts inspection a. Check availability of tapping on site (size, type of ML) b. Verify location of the customers' residence (reference persons, landmarks) c. Verifies the need to install cistern tank/booster 2.2. Tapping inspector prepares Inspection Report and submits the same to the Distribution Supervisor for review/ recommendation 2.3. Recommend additional processes, as necessary, such as: 3.1. Verify pressure (installation of pressure gauge/recorder) 3.2. Confirm location for applicants within or near reserved/ protected/watershed areas or subdivisions 2.4. Production/Distribution Manager reviews and approves the Inspection Report (approved or	None	1 hour	Mr. Rico Oliva Mr. Mark Regua <i>Tapping inspectors</i> Area 1, 2 & 3 Area 1-3: Engr. Keith Cacas & Engr. Reynaldo Picardal Area 2-3: Engr. Keith Cacas & Engr. Dominic Agusdan <i>Distribution Supervisors/ Team Leaders</i> Engr. Noriel C. Calpito <i>P & D Division Manager</i>



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	2.5. deferred applications) APPROVED/DEFFERED APPLICATIONS are transmitted to the Commercial Division			
3. If approved, Customer installs the recommended service line in conformance with BWD standard/ specifications. (If required must install cistern tank/booster, otherwise submits a duly notarized signed affidavit waiving the installation of the same)	3.1. Commercial Division transmits the request of the customer for inspection/certification 3.2. Tapping inspector initially reviews the submitted requests and prepares for inspection 3.3. Tapping inspector conducts site inspection 1.8. Verify if laid service line is in conformance with BWD standards 3.4. Tapping inspector submits accomplished inspection/certification report for review and evaluation to the distribution supervisor 3.5. Production/Distribution Manager reviews and approves the inspection/ certification report (approved or deferred applications) 3.6. APPROVED/DEFFERED APPLICATIONS are transmitted to the Commercial Division for further processing	Based on computed amount	1 hour	Mr. Rico Oliva Mr. Mark Regua <i>Tapping inspectors Area 1, 2 & 3</i> Area 1-3: Engr. Keith Cacas & Engr. Reynaldo Picardal Area 2-3: Engr. Keith Cacas & Engr. Dominic Agusdan <i>Distribution Supervisors/Team Leaders</i> Engr. Noriel C. Calpito <i>P & D Division Manager</i>
	TOTAL		3 hours	



3. FIRE ASSISTANCE

Brief Description of the Service Rendered:

Assist the Bureau of Fire Protection, LGU , general public in the supply of water at designated fetching point and hydrants in cases of fire emergencies

Office or Division:	Production and Distribution Division / Distribution Section
Classification:	Technical
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Bureau of Fire Protection, LGU , general public
CHECKLIST OF REQUIREMENTS	
N/A	N/A
WHERE TO SECURE	

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Coordinates the details of fire emergency to the BWD	1.1. Commercial Division immediately seeks clearance on the need to assist on the fire emergency 1.2. Production and Distribution implement Standard Operating Procedures for FIRE ASSISTANCE: a) Deploy manpower within thirty (30) minutes upon receipt of request. b) Divert water supply to fire hydrants located nearest the watershed where fire is ongoing – in 30 minutes upon notification of fire; c) Diversion of water supply to fire hydrants located nearest fire scene – in 1 hour upon notification of fire.	none	30 mins.	Engr. Joshua Pamaylaon <i>Facilities Supervisor</i> Area 1-3: Engr. Keith Cacas & Engr. Reynaldo Picardal Area 2-3: Engr. Keith Cacas & Engr. Dominic Agusdan Nightshift Engr. Perkins R. Macalma & Engr. Arjone Almuete Graveyard Shift Engr. Braille B. Paulino & Engr. Ruth C. Chuyat <i>Distribution Supervisors/Team Leaders</i>



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	TOTAL		30 MINS	

4. ISSUANCE OF CERTIFICATE OF WATER AVAILABILITY

Brief Description of the Service Rendered:

Evaluates the availability/presence of BWD pipeline/water lines within or adjacent to proposed subdivisions for the issuance of Certificate of Water Availability, which is a requirement of the City Planning and Development Office from developers.

Office or Division:	Production and Distribution Division / Distribution Section	
Classification:	Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	Developers, Project Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Location/vicinity map		Lot Owner/Developer /Contractor
As-built plan of building		
Notarized Water Demand		

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Forward / submit letter of request for the needed Certification of Water Availability to the Office of the General Manager - Attach the following document: 8.2. Location / Vicinity Map of the proposed subdivision 8.3. As-built plan of the building 8.4. Notarized water demand, as necessary	1.1. Review and evaluate request including the updated as-built plan and check presence of any existing water lines adjacent or near 1.2. Prepare draft certification for approval if water availability is verified; or letter of regrets if a waterline is not present in the requested area	none	30 mins.	Engr. Joshua Pamaylaon <i>Facilities Supervisor</i> Area 1-3: Engr. Keith Cacas & Engr. Reynaldo Picardal Area 2-3: Engr. Keith Cacas & Engr. Dominic Agusdan Nightshift Engr. Perkins R. Macalma & Engr. Arjone Almuete Graveyard Shift



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
				Engr. Braille B. Paulino & Engr. Ruth C. Chuyat <i>Distribution Supervisors/Team Leaders</i>
	TOTAL		30 MINS	



PRODUCTION AND DISTRIBUTION DIVISION
Internal Services

1. BUILDING AND COMMUNICATION EQUIPMENT MAINTENANCE

Brief Description of the Service Rendered:

This procedure would refer to assistance extended for requests received from concerned units on the replacement of busted light bulbs, checking of lighting fixtures, defective communication equipment, electrical outlets and wirings, and similar concerns to ensure good working condition.

Office or Division:	Production and Distribution Division/ Production Section - Building Maintenance	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All units/employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
N/A		N / A

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
LIGHTS				
1. End-user reports busted lights to the Building Maintenance Personnel	1.1. Validate request and assess condition of problem 1.2. Replace busted light bulbs 1.3. Check other lighting fixtures for functionality and replace, as needed	None	30 min	Gilbert C. Cimafranca Elmer Jimenez <i>Building Maintenance Personnel</i>
	TOTAL		30 MINS	
TELEPHONE LINES / AIPHONES				
2. End-user reports defective landlines/ aiphones to the Building Maintenance Personnel	2.1. Validate request and assess condition of problem / inspect reported units. If defective, conduct the following: a. Replace defective telephone unit/s b. Replace defective communication lines	None	30 min	Gilbert C. Cimafranca Elmer Jimenez <i>Building Maintenance Personnel</i>
	2.2. If no defect/s noted, report to ICT Division for endorsement to the communication provider	None		ICT Division Personnel



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	TOTAL		30 MINS	
ELECTRICAL OUTLETS AND WIRINGS				
3. End-user reports observed smoke or burnt smell on electrical appurtenances to the Building Maintenance Personnel	3.1. Inspect electrical appurtenances reported with unusual order or visually burnt 3.2. Repair defects seen, or replace, as necessary and dispose waste material	None	30 mins	
	TOTAL		30 MINS	



CONSTRUCTION AND MAINTENANCE DIVISION

External Services

1. REQUEST FOR THE INSTALLATION OF METERBOX

Brief description of the frontline service rendered:

BWD active customers who wanted their water meters enclosed with meter boxes submits their request to the Commercial Division. Installation of the meter box shall be implemented by the Metering Section of the Repairs and Construction Division once the request is endorsed to the said division by the GM.

Office or Division:	Construction and Maintenance / Meterbox Installation
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	BWD customers with active accounts
CHECKLIST OF REQUIREMENTS	
Letter of Request from concerned customer	Customer

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer submits letter of request for meter box installation either thru email or walk-in	1.1. Customer Service Assistant (<i>or OGM secretary</i>) receives and endorses the request to the Office of the GM (OGM) 1.2. GM endorses the request to the AGM-Technical and C&M Division	None	1 day	<i>Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Bernadette Dacanay Customer Service Assistants (CSA), Commercial Division</i>
2. (none)	2.1. Conduct inspection on the location of the proposed meter box (<i>to determine the viability of the request and to check if a standard size of meterbox would fit</i>) 2.2. Inform client if request for meterbox installation can be granted or not	None	1 day	<i>Engr. Julianne Fabro Mark Anthony Alias Dennis Pascua Benedict Basacoy Wensly Gasic Fabrication and Relocation /MB Installation Crew 074-442-4228</i>



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
3. (none)	3.1. Withdraw and install meterbox (if a standard size of meterbox fits in the area) 3.2.1. Fabricate a special meter box if a standard meter box is not possible 3.2.2. Advice/inform customer on the date of installation of meter box <i>NB: Standardize meter standpipe appurtenances prior to the installation of the meter box.</i>	none	3 days	<i>Engr. Julianne Fabro Mark Anthony Alias Dennis Pascua Benedict Basacoy Wensly Gasic Fabrication and Relocation /MB Installation Crew 074-442-4228</i>
	TOTAL		5 DAYS	



2. REQUEST FOR THE RELOCATION OF WATER METERS

Brief description of the frontline service rendered:

BWD active customers who wanted their water meters relocated and contractors whose projects are affected by the current location of the water meters, submits their request to the Commercial Division. The relocation of the water meters shall be implemented by the Metering Section of the Repairs and Construction Division once the request is endorsed to the said division by the GM.

Office or Division:	Construction and Maintenance / Meterbox Installation
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	BWD customers with active accounts and contractors whose projects are affected by the existing location of water meters
CHECKLIST OF REQUIREMENTS	
Letter of Request from concerned customer / contractor	Customer / contractor

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
A. FOR CUSTOMERS (RESIDENTIAL, COMMERCIAL)				
1. Customer submits letter of request for the relocation of water meter (thru email or walk-in)	1.1. Customer Service Assistant (<i>or OGM secretary</i>) receives and endorses the same to the Office of the GM (OGM)	None	1 day	<i>Erwin A. Tai Evelyn T. Diaz Kathleen Cacdac Bernadette Dacanay</i> Customer Service Assistants (CSA), Commercial Division
2. (none)	2.1. Conduct inspection on the location of the proposed relocation of the standpipe and determine viability of the relocation of the water meter. <i>NB: customer is advised/ informed to apply for a Transfer of Tapping IF relocation is not possible.</i>	None	1 day	<i>Engr. Julianne Fabro Mark Anthony Alias Dennis Pascua Benedict Basacoy Wensly Gasic</i> Fabrication and Relocation /MB Installation Crew 074-442-4228
3. (none)	3.1. Withdraw and relocate meter standpipe / water meter and standardize appurtenances and	Based on actual cost incurred	5 days	<i>Engr. Julianne Fabro Mark Anthony Alias Dennis Pascua Benedict Basacoy Wensly Gasic</i>



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	install meter box, as necessary.			Fabrication and Relocation /MB Installation Crew 074-442-4228
	TOTAL		7 days	
B. FOR CONTRACTORS				
1. Contractor submits letter of request for the relocation of water meter affected by ongoing project/s (either email or walk-in)	1.1. Conduct inspection on the location of the proposed request for the relocation of the standpipe and water meter to determine the viability of the request. 1.2. Conduct temporary relocation of the standpipe to prevent obstruction of the work area	None	1 day	Engr. Julianne Fabro Mark Anthony Alias Dennis Pascua Benedict Basacoy Wensly Gasic Fabrication and Relocation /MB Installation Crew 074-442-4228
2. (none)	2.1. Withdraw and relocate meter standpipe and standardize appurtenances. <i>NB: installation of meterbox is done upon the project's completion.</i>	Based on actual cost	1 day	Engr. Julianne Fabro Mark Anthony Alias Dennis Pascua Benedict Basacoy Wensly Gasic Fabrication and Relocation /MB Installation Crew 074-442-4228
	TOTAL		2 days	



NON-REVENUE WATER MANAGEMENT DIVISION

External Services



A. WATERSHED AND ENVIRONMENTAL MANAGEMENT AND SECURITY SECTION

1. TREE PLANTING/CLEARING AND MAINTENANCE ACTIVITIES

Brief description of the frontline service rendered:

The Watershed Section provides assistance to groups and individuals from the academe, non-government organizations, government agencies, among others in the protection and management of the different watersheds under the BWD's jurisdiction – Busol Forest Reservation, Buyog and Camp 8 Watershed and Mount Santo Tomas Forest Reserve. Tree planting activities are conducted during the planting season from June to October of each year and the cleaning and maintenance activities are conducted any day of each year.

Office or Division:	Non-Revenue Water Management Division / Watershed and Environmental Management and Security Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	Adopters, Academe, Non-Government Organizations (NGOs), Government Agencies, Socio-Civic Groups, Professional Organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter request for tree planting / cleaning and maintenance activities	From requesters (adopters, academe, non-government organizations, government agencies, Socio-Civic Groups, Professional Organizations)

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Requesting party sends letter of request for an intended activity thru email or walk-in	1.1. The GM endorses the request to the NRWM Division/Watershed Management Section for appropriate action	None		GM Salvador M. Royeca <i>General Manager</i> 074-442-3456
2. (none)	2.1. Coordinate with the point person of the organization / entity and confirm number of participants for the following: B. Number of trees for planting C. Date and time of the activity D. Particular activity/ies to be conducted, i.e. planting and/or	None	10 minutes	Francis B. Paatan <i>Watershed Forester</i> 09109297023 Hugh Palangdao, Jr. Watershed Management Officer 09277564612



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
	clearing and maintenance E. Planting site / watershed where activity shall be undertaken F. Source of seedlings (for tree planting activity)			
	2.2. Conduct inspection to determine feasibility of the requested activity 2.3. Recommend for approval and endorse checklist of activity to the OGM	None	1 hour	Francis B. Paatan <i>Watershed Forester</i> 09109297023 Hugh W. Palangdao, Jr. <i>Watershed Management Officer</i> 09277564612
3. (none)	3.1. The General Manager approves the checklist 3.2. Transmit letter to the requesting party/ies informing them of approval/denial of the request; with recommendation for an alternate activity, if needed 3.3. Prepare planting/ clearing / maintenance site by clearing the area; prepare foot trail	None	1 hour	Francis B. Paatan <i>Watershed Forester</i> 09109297023 Hugh W. Palangdao, Jr. <i>Watershed Management Officer</i> 09277564612
4. Requesting party conducts the activity requested for on the approved schedule and its designated site	4.1. Watershed personnel conduct orientation and lecture to the group	None	<i>Depends on the number of trees to be planted and number of participants joining the activity</i>	<i>Requesting Group / Adopters</i> Francis B. Paatan <i>Watershed Forester</i> 09109297023 Hugh W. Palangdao, Jr. <i>Watershed Management Officer</i> 09277564612



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
5. Clear the area of trashes, food wraps, etc brought during the tree planting activity	5.1. Issue letter of appreciation and certificate of participation to the group	None	Within 1 hour from approval by the GM	GM Salvador M. Royeca <i>General Manager</i> 074-442-3456 Francis B. Paatan <i>Watershed Forester</i> 09109297023
	TOTAL		2 hours 10 minutes	



B. WATER RESOURCES AND MANAGEMENT SECTION

1. INSPECTION OF PRIVATE DEEPWELLS

Brief description of the frontline service rendered:

Inspection of Water Permit Application of a private deepwell owners endorsed by National Water Resources Board to Baguio Water District.

Office or Division:	Non-Revenue Water Management (NRWM) Division / Water Resources and Management Section
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail:	Private deepwell owners
CHECKLIST OF REQUIREMENTS	
Water Permit Application Notice	Forwarded by National Water Resources Board (NWRB)

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Endorse to NRWM the National Water Resources Board (NWRB) Notice received re: Water Permit Application of well owners	1.1. Water Resources Section conducts inspection and evaluation on the location of the subject private deepwell 1.2. Post notice in the BWD bulletin board	None	1 day	Concerned private well owner Oliver V. Bangloy Fernando Binha-on <i>Water Resources Staff</i> 074-442-4228
2. (none)	2.1. Prepare and submit Evaluation Report	None	4 hours	Oliver V. Bangloy Fernando Binha-on <i>Water Resources Staff</i> 074-442-4228
3. (none)	3.1. Prepare Letter of Certification of posting to NWRB after fifteen (15) days of posting in the bulletin board	None	1 hour	
4. Private well owner meets with BWD for the signing of the Memorandum of Agreement (MOA)	4.1. MOA signing with the well owner	None	1 hour	<i>Private well owner and BWD Management and concerned witnesses</i>
5. (none)	5.1. Prepare Work Order for the installation of production meter	None	1 day	Oliver V. Bangloy Fernando Binha-on <i>Water Resources Staff</i>



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
				074-442-4228
6. (none)	6.1. Install Production Meter	None	4 hours	Oliver V. Bangloy Fernando Binha-on <i>Water Resources Staff</i> 074-442-4228 <i>Concerned private well owner</i>
	TOTAL		2 days 10 hours	



C. WATER QUALITY SECTION

1. BACTERIOLOGICAL ANALYSIS OF WATER

Brief description of the frontline service rendered:

Renders bacteriological analysis of water services to requesting clients, eg. water refilling stations, other water districts, and from consumers for monitoring purposes.

Office or Division:	Non-Revenue Water Management (NRWM) Division / Water Quality Section
Classification:	Highly technical
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business
Who may avail:	All BWD customers with active connections with BWD
CHECKLIST OF REQUIREMENTS	
Water Quality Service Request	CSA, Commercial Division to WQ

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Client files request for microbiological analysis either thru phone, email, or walk-in	1.1. Water Quality Staff receives the request 1.2. Water Quality Staff prepares the necessary materials for sample collection	None	10 minutes	Basilio Munar <i>Quality Control Assurance Chief</i> 09232840540
2. (none)	2.1. Water Quality Staff inspects and collects water samples from the point of monitoring 2.2. Record sampling information 2.3. Advice customer that the result will be released after five (5) working days	None	30 minutes	Mary Grace K. Rojas Tiffany A. Ganaden <i>Office Clerk / Laboratory Technician A</i> 09666658776
3. (none)	3.1. Water Analysis Laboratory Staff performs microbiological analysis	None	5 working days	Geoceline E. Alim-Cacas <i>Medical Technologist</i> 09232840540
4. (none)	4.1. Inform the customer of the result of the requested test	none		
	TOTAL		5 days and 40 mins	



2. WATER QUALITY COMPLAINTS

Brief description of the frontline service rendered:

Attends to water quality complaints and institutes remedial and corrective measures to the reported complaint/s.

Office or Division:	Non-Revenue Water Management (NRWM) Division / Water Quality Section	
Classification:	Highly technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	All BWD customers with active connection with the BWD	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Water Quality Service Request		CRO Technical to Water Quality

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Customer files complaints on water quality either thru phone, email, or walk-in	1.1. CRO endorses complaint/s to WQ Section if received thru phone or email	None		Erwin A. Tai Evelyn T. Diaz Rio N. Aguado Evelyn P. Lechad Bernadette D. Dacanay (CSAs, Commercial Division) Contact Numbers: 442-4008 442-6539
2. (none)	2.1. Attend to reported complaint and check cause of the problem	None	Within two (2) hours from receipt of reported complaint	Engr. Dominador Tuscano Jr. Ermelito Llorca Simon Jammias Rafael Backong Jessie Candido Philip Cabay Water Quality Field Crew Engr. Basilio Munar WQ Supervisor



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
3. (none)	3.1. Assess remedial works to be undertaken and conduct repairs, as needed; otherwise endorse to concerned section for appropriate action	None	Within one (1) hour if service line; two (2) to four (4) hours for mainline	Engr. Dominador Tuscano Jr. Ermelito Llorca Simon Jammass Rafael Backong Jessie Candido Philip Cabay <i>Water Quality Field Crew</i> Engr. Basilio Munar <i>WQ Supervisor</i> **assisted by Leak Repair Crew
4. (none)	4.1. Notify customer/s of the repairs to be done or action/s undertaken to address the reported problem	None	Within twenty-four (24) hours from receipt of complaint	Ermelito Llorca Simon Jammass <i>Chlorinators</i> Basilio Munar <i>WQ Supervisor</i>
	TOTAL		Within two (2) hours - response time Within one (1) hour for SL Within two (2) to four (4) hours for ML	



NON-REVENUE WATER MANAGEMENT DIVISION

Internal Services



WATERSHED AND ENVIRONMENTAL MANAGEMENT AND SECURITY SECTION

1. INSPECTION OF HOUSE/LOT OF WATER SERVICE CONNECTION APPLICANTS TO DETERMINE THEIR PROXIMITY FROM THE BOUNDARIES OF ADJOINING WATERSHEDS

Brief description of the frontline service rendered:

The Watershed Management Section conducts inspection by request of the Commercial or Production and Distribution Divisions to determine if the house/lot of a water service connection applicant is located within or outside a watershed and issues the corresponding certification.

Office or Division:	NRWM Division/Watershed and Environment Management and Security Section		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Commercial Division, Production and Distribution Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request from Commercial/Production and Distribution Divisions		Received thru email from the Commercial or Production and Distribution Divisions	
Duly accomplished water service connection application form			
Proof of ownership – Title of Property/Tax Declaration			
Google map or sketch showing the location of the property of the water service connection applicant			

Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
1. Requesting division sends request with complete attachments thru email	1.1. The Watershed Management Section conducts inspection to determine the proximity of the house/lot of a water service connection applicant from the boundaries of the adjoining watershed;	None	within 1 hour	Francis B. Paatan <i>Watershed Forester</i> 09109297023 Hugh W. Palangdao, Jr. <i>Watershed Management Officer</i> 09277564612
	1.2. The Watershed Management Section prepares certification indicating therein if the house/lot of the water service connection applicant is located within or outside the adjoining watershed; attaches Google map and sends both thru email to the requesting division.	None	30 mins	Francis B. Paatan <i>Watershed Forester</i> 09109297023 Hugh W. Palangdao, Jr. <i>Watershed Management Officer</i> 09277564612
	TOTAL		1 hour 30	



Clients Steps	Agency Actions	Fees to be paid	Duration	Person/s Responsible
			mins	

V. FEEDBACK AND COMPLAINTS

Please let us know how we have served you thru any of the following:




FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	Fill-up and answer the feedback form located at the Tellers' and Customer Service Assistants' desk and drop it at the suggestion box in front of the Tellers' booth.
How feedback is processed	<ul style="list-style-type: none"> Every Fridays, the Division Secretary retrieves, compiles, and records all accomplished feedback forms from the suggestion box. Feedbacks requiring response are forwarded to the Commercial Division Manager and endorsed to the AGM for Non-Technical. The AGM for Non-Technical then endorses this to the concerned division/section for appropriate action within three (3) working days from receipt of the feedback. The response of the office is then relayed to the customer either in writing, email, or through phone. For inquiries and follow-up, customer may contact the telephone numbers: (074)442-4008, (074)442-6539, 09088651504 09228409765, 09176794929
How to file a complaint	<p>Fill-up and answer the feedback form located at the Tellers' and Customer Service Assistants' desk and drop it at the suggestion box in front of the Tellers' booth or proceed to the Customer Service Officers' desk to file a complaint. Complaints may also be filed thru telephone call or sent thru e-mail with the following details provided:</p> <ul style="list-style-type: none"> Name, Exact Address, Contact Number, Nature of Complaint Contact Info: (074)442-4008, (074)442-6539, 09088651504, 09228409765, 09176794929
How a complaint is processed	<ul style="list-style-type: none"> Division Secretary retrieves all accomplished feedback forms from the suggestion box and forwards the same to the Customer Service Officer. Customer Service Officer compiles and records the received forms and endorses the same to the Supervising Customer Service Officer for evaluation of the complaints. Upon evaluation, the Supervising Customer Service Officer endorses the complaints to the Division Manager and forwards the same to the Assistant General Manager for endorsement to the concerned division for appropriate action/s. Customer is informed of the result thru formal letter, email or phone call. <p><i>For inquiries and follow-up, customer may contact the telephone numbers: (074)442-4008, (074)442-6539, 09088651504, 09228409765, 09176794929</i></p>
Contact Information	<p><i>Contact Information of ARTA, Presidential Complaints Center (PCC)</i> <i>Contact Center ng Bayan (CCB)</i></p> <p><i>ARTA-complaints@arta.gov.ph</i> <i>PCC –8888</i> <i>CCB –0908-881-6565 (SMS)</i></p>



VI. LIST OF OFFICES

Office	Address	Contact Information
Office of the General Manager	3 rd floor, left wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-3456 baquiowaterdistrictgmo@gmail.com
Office of the Assistant General Manager – Admin/Fin/Comm/ICT	3 rd floor, left wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-3456 baquiowaterdistrictgmo@gmail.com
Office of the Assistant General Manager – Technical Operations	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4228 baquiowaterdistrictgmo@gmail.com
Administrative Division	2 nd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)444-7246
Commercial Division	1 st floor, left wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4008 (074)442-6539 09088651504 09228409765 09176794929 bwdcommercialdiv@gmail.com
ICT Division	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4228
Finance Division	2 nd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)422-5978
Production & Distribution Division	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	(074)442-4228
Construction & Maintenance Division	1 st floor, right wing, BWD Building, Barangay Marcoville, Baguio City	
Engineering Division	3 rd floor, right wing, BWD Building, Barangay Marcoville, Baguio City	
Non-Revenue Water Management Division	1 st floor, right wing, BWD Building, Barangay Marcoville, Baguio City	
Water Quality Section / Laboratory	1 st floor, right wing, BWD Main Building, Brgy. Marcoville, Baguio City	(074)442-4940

VII. COMMITTEE ON ANTI-RED TAPE DIRECTORY

  	BAGUIO WATER DISTRICT		Document Code	Office Memo
	OFFICE MEMORANDUM		Document No.	ADM-PNL-M01
			Effectivity Date	04 March 2020
			Revision No.	0

REF. NO. 2024-02-014

DATE : 21 FEBRUARY 2024

SUBJECT : RECONSTITUTION OF THE BAGUIO WATER DISTRICT
COMMITTEE ON ANTI-RED TAPE

Pursuant to Anti-Red Tape Authority Memorandum Circular No. 2020-07 dated 30 September 2020 (Guidelines on the Designation of a Committee on Anti-Red Tape), as amended by Anti-Red Tape Authority Memorandum Circular No. 2023-08 dated 22 November 2023, the Baguio Water District Committee on Anti-Red Tape is hereby reconstituted with the following composition effective immediately until further notice:

COMMITTEE ON ANTI-RED TAPE DESIGNATION	POSITION
Chairperson	General Manager
Vice-Chairperson	Assistant General Manager for Finance/Admin/Commercial/ICT
Members:	
Human Resource	Administrative Division Manager
Internal Audit	Internal Audit Division Manager
Planning	Engineering Division Manager
Administrative	Finance Division Manager
Legal	Corporate Attorney B
Information and Technology	Information and Communications Technology Division Manager
Core Operations/ ARTA Focal Person	Commercial Division Manager
Records	Supervising Customer Services Officer
Public Assistance / Complaints Center	Supervising Customer Services Officer
Secretariat	Public Relations Officer A

The Baguio Water District Committee on Anti-Red Tape shall ensure compliance with the requirements of Republic Act No. 11032, its Implementing Rules and Regulations and other rules and regulations issued by the Anti-Red Tape Authority. The requirements are as follows among others:

1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of the agency's services, and reengineering of the same.
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Anti-Red Tape Authority:
 - a. Notify the Anti-Red Tape Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances
 - b. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances, undertake Regulatory Impact Assessment (RIA)
 - c. Prepare a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and submit to the Anti-Red Tape Authority
 - d. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Anti-Red Tape Authority for review and assessment
 - e. Refer the Anti-Red Tape Authority's policy option recommendations to the appropriate decision-makers within the agency
 - f. Submit an inventory and electronic copies of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS)
3. Ensure effective knowledge transfer, or information dissemination among office employees on Anti-Red Tape Authority related trainings, briefings, or such related matters obtained by office staff within sixty (60) days from the end of the training
4. Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
 - a. UP Office of National Administrative Register (UP ONAR), and
 - b. Official Gazette for Publication
5. Set up the most current and updated service standards and indicate in the Citizen's Charter in accordance to the prescribed template issued by the Anti-Red Tape Authority, and submit to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS)
6. Monitor and periodically review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
7. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year
8. Ensure the compliance of the agency on the zero-contact policy in accordance with the law
9. Ensure the compliance of the agency's external and internal services with the prescribed processing time as mandated by Republic Act No. 11032 or the agency's mandate under special law

10. Develop and foster a client feedback mechanism and client satisfaction measurement
11. Report to the Anti-Red Tape Authority not later than the last working day of January each year the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Anti-Red Tape Authority
12. Establish and manage a public assistance complaints desk or Anti-Red Tape Authority Help Desk to effectively receive complaints, feedback and monitor customer satisfaction via hotline numbers, short message service (SMS), information and communication technology, or other mechanisms where clients may adequately express their complaints, comments, or suggestions. The Committee must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the Anti-Red Tape Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency
13. Serve as overall coordinating body for the establishment of an electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under Republic Act No. 11032, its Implementing Rules and Regulations, and other issuances by the Anti-Red Tape Authority. Facilitate and assist various departments and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information, as applicable
14. Coordinate with the agency's communications/public relations office the dissemination of Anti-Red Tape Authority Information, Education, and Communication materials for public consumption
15. Perform such other functions, duties and responsibilities under Republic Act No. 11032, its Implementing Rules and Regulations, and other issuances by the Anti-Red Tape Authority

This supersedes BWD Office Memorandum with Reference Number 2024-01-004 dated 04 January 2024.



ENGR. SALVADOR M. ROYECA
General Manager

cc: GM/ AGM MCT/ OIC AGM RCJ/ Legal/ Admin/Fin/Commercial/ICT/C&M/Eng'g/NRWM/Production/Audit