



Bayawan Water District

CITIZEN'S CHARTER

2021 Edition



I. Mandate:

Pursuant to Presidential Decree No. 198 (Provincial Water Utilities Act of 1973), the Bayawan Water District was formed for the purpose of the following:

- (a) Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts,
- (b) Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
- (c) Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision:

Changing People's lives by providing sustainable potable water.

III. Mission:

Serve with expertise and technological advancement

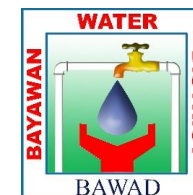
IV. Service Pledge:

As public servants, the Bayawan Water District commits to embody:

- Commitment – We commit ourselves the level of enthusiasm each employee has towards his/her tasks assigned at a workplace and that each person has commitment towards the goals, mission, and vision of the organization he/she is associated with.
- Teamwork – We commit ourselves that we fully understood the willingness to work together to achieve a common aim.
- Environmental Stewardship – We commit ourselves responsible use and protection of the natural environment through conservation and sustainable practices.

V. Core Values:

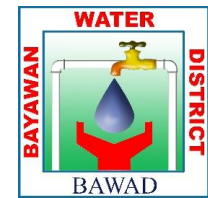
- Commitment
- Honesty
- Accountability
- Teamwork



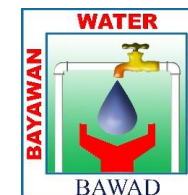
LIST OF SERVICES

BAYAWAN WATER DISTRICT

| | |
|---|-----------|
| External Services | 4 |
| 1. Application for New Water Service Connection | 5 |
| 2. Application for Water Service Reconnection/Voluntary Disconnection | 7 |
| 3. Application for Senior Citizen Discount Privilege | 9 |
| 4. Application for Change Name/Waived account | 10 |
| 5. Application for Transfer/Re-Route Connection | 12 |
| 6. Application for Water Meter Replacement (Stolen/Damaged) | 14 |
| 7. Application thru Online/Electronic Mail | 16 |
| 8. Complaints and Queries | 17 |
| 9. Payment (Walk-in) | 18 |
| 10. Payment (Online) | 19 |
| Internal Services | 20 |
| 1. Request for Certificate of Employment and Compensation | 21 |
| Feedback and Complaints Mechanism | 22 |
| Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan | 23 |
| List of Offices | 23 |



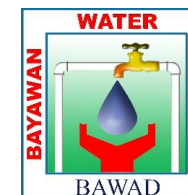
BAYAWAN WATER DISTRICT EXTERNAL SERVICES



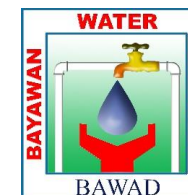
1. Application for New Water Service Connection

Application for New Water Service Connection in Bayawan Water District

| | | |
|-----------------------------|---|--------------------------------|
| Office or Division: | Finance and Admin Division / Technical Division | |
| Classification: | Simple | |
| Type of Transaction: | G2C-Government to Citizen | |
| Who may avail: | All | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | A. Permanent Connection <ul style="list-style-type: none"> • Form C1 (1 Copy, Original) • Land tax declaration/Deed of Sale/Contract of Lease/Business Permit (1 Copy, Photocopy) • Barangay Clearance (1 Copy, Original or Photocopy) • Valid ID of the application/Cedula (1 Copy, Photocopy) • (1 Copy, Photocopy) • Authorization letter and valid ID of lot owner (If applicant is not an owner of the lot) (1 Copy, Photocopy) | Customer Service Section (CSR) |
| | B. Temporary Connection <ul style="list-style-type: none"> • Form C1 (1 Copy, Original) • Barangay Clearance/Barangay Certification (1 Copy, Original or Photocopy) • Valid ID of the applicant/Cedula (1 Copy, Photocopy) | CSR |
| | C. GK Applicant <ul style="list-style-type: none"> • Form C1 (1 Copy, Original) • Barangay Clearance (1 Copy, Original or Photocopy) • Certificate of Occupancy of GK Village (1 Copy, Photocopy) • Valid ID of the applicant/Cedula (1 Copy, Photocopy) | CSR |



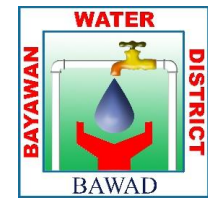
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|--|---------------------------------------|--------------------|
| 1. Inquire for the requirements at the customer service area | 1.1 Provide Form C1 with list of requirements | None | 1 minute | CSR |
| 2. Fill-up Form C1 and submit needed requirements | 2.1 Check all requirements | None | 3 minutes | CSR |
| | 2.2 Master Plumber to conduct survey | None | 3 hours – 1 day depending on the area | Master Plumber |
| 3. Pay to cashier/teller and present receipt to the CSR | 3.1 Cashier/teller will issue official receipt (OR) 3.2 CSR record OR and provide Water Service Contract | <ul style="list-style-type: none"> • ½" Ø connection: Php 3,900.00 • 1" Ø connection: Php 5,750.00 | 3 minutes | Teller/Cashier |
| 4. Sign Water Service Contract | 4.1 Seek approval | None | 3 minutes | CSR |
| | 4.2 Issue job order | None | 2 minutes | CSR |
| 5. Wait for New Water Service Installation | 5.1 Master plumber to execute new installation | None | 1-3 days | Master Plumber |
| TOTAL | | | 4 Days, 12 Minutes | |



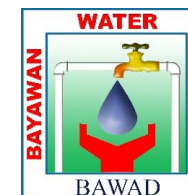
2. Application for Water Service Reconnection/Voluntary Disconnection

Application for New Water Service Reconnection/Voluntary Disconnection in Bayawan Water District

| Office or Division: | Finance and Admin Division / Technical Division | | | |
|--|---|---|-----------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Form C5 (1 Copy, Original) Valid ID of the Account Holder/Authorized Representative (1 Copy, Photocopy) | | CSR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up Form C5 and submit needed requirements | 1.1 Check application form/requirements | None | 3 minutes | CSR |
| | 1.2 Issue job order to check last reading (Voluntary Disconnection) | None | 5 minutes | CSR |
| | 1.3 Do last reading | None | 30 minutes | Master Plumber |
| 2. Pay to cashier/teller | 2.1 Cashier/Teller will issue official receipt | Voluntary Disconnection: Last billing Reconnection: <ul style="list-style-type: none"> Within the month: Php 300.00 Following month: Php 600.00 | 3 minutes | Cashier/Teller |



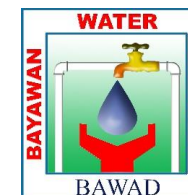
| | | | | |
|--|--|------|--------------------------|---------------------------------|
| 3. Present official receipt to Customer Service Representative | 3.1 Issue job order for Disconnection/Reconnection | None | 2 minutes | Customer Service Representative |
| | 3.2 Master Plumber to execute job order | None | 1 day | Master Plumber |
| TOTAL | | | 1 Day, 43 Minutes | |



3. Application for Senior Citizen Discount Privilege

Application for New Senior Citizen Discount Privilege in Bayawan Water District

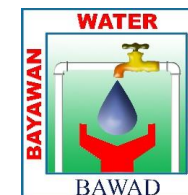
| Office or Division: | Finance and Admin Division | | | |
|---|--|-----------------|------------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Form C2 (1 Copy, Original) Barangay Clearance (1 Copy, Original or Photocopy) Senior Citizen ID (1 Copy, Original or Photocopy) Certification of one (1) year service connection | | CSR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up Form C2 and submit needed requirements | 1.1 Check customer account/application | None | 3 minutes | CSR |
| 2. Pay to cashier/teller | 2.1 Cashier/Teller will issue official receipt | Php 20.00 | 3 minutes | Cashier/Teller |
| 3. Present official receipt to CSR | 3.1 Update customer records | None | 3 minutes | CSR |
| TOTAL | | | 9 Minutes | |



4. Application for Change Name/Waived Account

Application for Change Name/Waived Account in Bayawan Water District

| | | |
|-----------------------------|---|------------------------|
| Office or Division: | Finance and Admin Division | |
| Classification: | Simple | |
| Type of Transaction: | G2C-Government to Citizen | |
| Who may avail: | All | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | <p>A. Change Account Name</p> <ul style="list-style-type: none"> • Form C3 (1 Copy, Original) • Birth Certificate/Marriage Contract/Death Certificate (1 Copy, Photocopy) • Valid ID of the account holder (1 copy, Photocopy) <p>B. Waived Account (Permanent Connection)</p> <ul style="list-style-type: none"> • Form C3 (1 Copy, Original) • Land tax declaration/Deed of Sale/Contract of Lease/Business Permit (1 Copy, Photocopy) • Barangay Clearance (1 Copy, Original or Photocopy) • Valid ID of the application/Cedula (1 Copy, Photocopy) • (1 Copy, Photocopy) • Authorization letter and valid ID of lot owner (If applicant is not an owner of the lot) (1 Copy, Photocopy) <p>C. Waived Account (Temporary Connection)</p> <ul style="list-style-type: none"> • Form C3 (1 Copy, Original) • Barangay Clearance/Barangay Certification (1 Copy, Original or Photocopy) • Valid ID of the applicant/Cedula (1 Copy, Photocopy) | CSR |



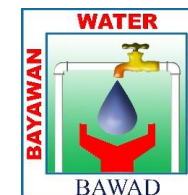
| D. Waived Account (GK Applicant) <ul style="list-style-type: none"> • Form C3 (1 Copy, Original) • Barangay Clearance (1 Copy, Original or Photocopy) • Certificate of Occupancy of GK Village (1 Copy, Photocopy) • Valid ID of the applicant/Cedula (1 Copy, Photocopy) | | | | |
|--|---|--|-------------------|--------------------|
| *Orientation/Seminar (every 1 st and 3 rd Saturday of the month) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill-up Form C3 and submit needed requirements | 1.1 Check as to completion of needed requirements | None | 3 minutes | CSR |
| 2. Pay to teller/cashier | 2.1 Teller/Cashier to issue official receipt | For change name: Php 50.00 For waived account: Php 1,000.00 | 3 minutes | Teller/Cashier |
| 3. Present official receipt to the Customer Service Area | 3.1 Indicate OR Number to the application form. | None | 3 minutes | CSR |
| 4. Sign Water Service Contract | 4.1 Applicant to sign new water service contract. 4.2 Update customer record | None | 3 minutes | CSR |
| TOTAL | | | 12 Minutes | |



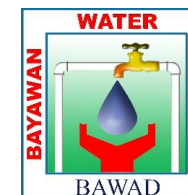
5. Application for Transfer/Re-route Connection

Application for Transfer/Re-Route in Bayawan Water District

| | | |
|-----------------------------|---|------------------------|
| Office or Division: | Finance and Admin Division / Technical Division | |
| Classification: | Simple | |
| Type of Transaction: | G2C-Government to Citizen | |
| Who may avail: | All | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | A. Permanent Connection <ul style="list-style-type: none"> • Form C4 (1 Copy, Original) • Land tax declaration/Deed of Sale/Contract of Lease/Business Permit (1 Copy, Photocopy) • Barangay Clearance (1 Copy, Original or Photocopy) • Valid ID of the application/Cedula (1 Copy, Photocopy) • (1 Copy, Photocopy) • Authorization letter and valid ID of lot owner (If applicant is not an owner of the lot) (1 Copy, Photocopy) | CSR |
| | B. Temporary Connection <ul style="list-style-type: none"> • Form C4 (1 Copy, Original) • Land tax declaration/Deed of Sale/Contract of Lease/Business Permit (1 Copy, Photocopy) • Barangay Clearance (1 Copy, Original or Photocopy) • Valid ID of the application/Cedula (1 Copy, Photocopy) • (1 Copy, Photocopy) • Authorization letter and valid ID of lot owner (If applicant is not an owner of the lot) (1 Copy, Photocopy) | CSR |



| C. GK Applicant | | | | |
|--|---|---|-----------------------------------|---------------------------|
| <ul style="list-style-type: none"> Form C4 (1 Copy, Original) Barangay Clearance (1 Copy, Original or Photocopy) Certificate of Occupancy of GK Village (1 Copy, Photocopy) Valid ID of the applicant/Cedula (1 Copy, Photocopy) | | CSR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up Form C4 and submit needed requirements | 1.1 Check customer account/requirements | None | 3 minutes | CSR |
| | 1.2 Issue job order for survey | None | 2 minutes | CSR |
| | 1.3 Master plumber to conduct survey (For re-route) | None | 1-4 hours depending on the area | Master Plumber |
| 2. Pay to teller/cashier | 2.1 Teller/Cashier to issue official receipt | For transfer: Php 50.00 For re-route: Php 600.00 | 3 minutes | Teller/Cashier |
| 3. Present official receipt to the CSR | 3.1 Issue job order for Transfer/Re-route | None | 2 minutes | CSR |
| | 3.2 Master Plumber to execute job order | None | 1 day | Master Plumber |
| TOTAL | | | 1 Day, 4 Hours, 10 Minutes | |



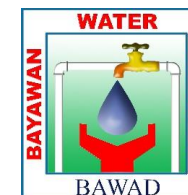
6. Application for Water Meter Replacement

Application for Water Meter Replacement in Bayawan Water District

| Office or Division: | Finance and Admin Division / Technical Division | | | |
|---|--|---|--------------------------------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Form C6 (1 Copy, Original) Valid ID of owner/representative (1 Copy, Photocopy) Authorization of account holder (if through a representative) | | CSR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up Form C6 and submit all needed requirements | 1.1 Check form and requirements | None | 3 minutes | CSR |
| | 1.2 Issue job order for investigation/inspection | None | 2 minutes | CSR |
| | 1.3 Master plumber to conduct investigation/inspection | None | 1 hour – 1 day depending on the area | Master Plumber |
| 2. Pay to teller/cashier (for damaged water meter and 2 nd incident of stolen meter) | 2.1 Teller/Cashier to issue official receipt | For stolen meter: First offense – None Second offense – Php 1,465.00 ½"Ø Php 4,120.00 1" Ø For damaged meter: Php 1,465.00 ½"Ø Php 4,120.00 1" Ø | 3 minutes | Teller/Cashier |



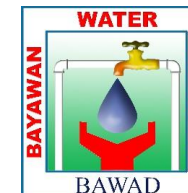
| | | | | |
|--|---|------|---------------------------|---------------------------------|
| 3. Present official receipt to the Customer Service Representative | 3.1 Issue job order to change stolen or damaged meter | None | 2 minutes | Customer Service Representative |
| | 3.2 Master Plumber to execute job order | None | 1 day | Master Plumber |
| TOTAL | | | 2 Days, 10 Minutes | |



7. Application thru Online/Electronic Mail

Application thru Online/Electronic Mail

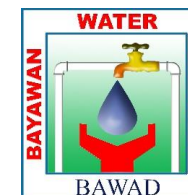
| Office or Division: | Finance and Admin Division / Technical Division | | | |
|---|--|-----------------|-------------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> Downloadable Forms available in the BAWAD website Scanned copy of supporting documents Scanned copy of bank payment receipt | | CSR | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Download form from the www.bayawanwd.gov.ph | None | None | 2 minutes | Applicant |
| 2. Accomplish downloaded form | None | None | 30 minutes | Applicant |
| 3. Scan forms together with supporting documents | None | None | 3 minutes | Applicant |
| 4. Send documents to BAWAD Email: bayawanwaterdistrict@ymail.com | 4.1 Receive and acknowledge documents sent by the concessionaire | None | 3 minutes | CSR |
| | 4.2 Check if documents received are complete | None | 3 minutes | CSR |
| | 4.3 Master plumber to conduct the survey | None | 1 day | Master Plumber |
| | 4.4 Inform customer that payment can already be made in the office | None | 3 minutes | CSR |
| TOTAL | | | 45 Minutes | |



8. Complaints and Queries

Complaints and Queries in Bayawan Water District

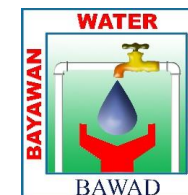
| Office or Division: | Finance and Admin Division / Technical Division | | | |
|---|---|-----------------|-------------------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Customer Service Area and report complaints make inquiry (except for After Meter Leaking) | 1.1 Record log complaint/queries (Except for After Meter Leaking) | None | 3 minutes | CSR |
| | 1.2 Issue job order request | None | 2 minutes | CSR |
| | 1.3 Master Plumber to execute job order | None | 1 day | Master Plumber |
| TOTAL | | | 1 Day, 5 Minutes | |



9. Payment (Walk-in)

Payment in Bayawan Water District

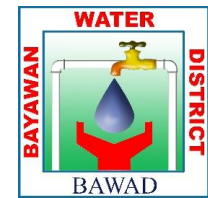
| Office or Division: | Finance and Admin Division | | | |
|---|--|------------------|------------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| • Water Bill | | Concessionaire | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Secure priority number and pay | 1.1 Accept payment per priority number | None | 3 minutes | Teller |
| 2. Claim official receipt | 2.1 Teller to issue official receipt | None | | Teller |
| TOTAL | | | 3 Minutes | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| • Billing of Other Fees | | Customer Service | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Make request from Customer Service | 1.1 Create charges for Other Fees | None | 1 minute | CSR |
| 2. Pay necessary fees | 2.1 Teller to issue official receipt | As charged | 3 minutes | Teller |
| 3. Go back to Customer Service for recording purposes | 3.1 Record requested service | None | 2 minutes | CSR |
| TOTAL | | | 6 Minutes | |



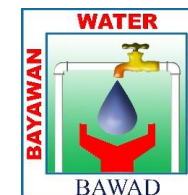
10. Payment (Online)

Online Payment thru PayMongo

| Office or Division: | Finance and Admin Division | | | |
|---|----------------------------|------------------|------------------|--------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Citizen | | | |
| Who may avail: | All Account Holders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| • Statement of Account | | Concessionaire | | |
| CLIENT STEPS | AGENCY ACTIONS | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Go to https://pay.geoviewer.io/b/b/account# | None | None | 3 minutes | Payor |
| 3. Pay full amount | None | Account Balance | | |
| 3. Receive acknowledgement/invoice | None | None | | |
| TOTAL | | | 3 Minutes | |



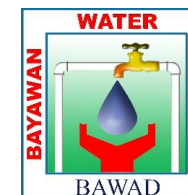
BAYAWAN WATER DISTRICT OFFICE INTERNAL SERVICE



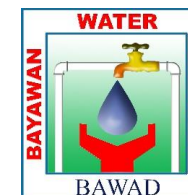
1. Request of Certificate of Employment and Compensation

Request of Certificate of Employment and Compensation of Employees in Bayawan Water District

| Office or Division: | Finance and Admin Division | | | |
|---|---|-----------------|-------------------|-----------------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C-Government to Employees | | | |
| Who may avail: | All regular, casual and job order employees of Bayawan Water District | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| • Request Form 1 | | HR Section | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For present regular, casual and job order employees: 1. Secure letter request and fill-up Request Form 1 For previous regular, casual and job order employees: 1. Secure clearance from the office, submit letter request and fill-up Request Form 1 | 1.1 Check necessary documents and duly accomplished form; seek for approval | None | 3 minutes | Human Resource Management Officer |
| 2. Pay certification fee to teller/cashier | 2.1 Teller/Cashier to issue official receipt | Php 100.00 | 3 minutes | Teller/Cashier |
| 4. Present official receipt to the Human Resource Management Officer | 3.1 Produce/Release the requested document | None | 10 minutes | Human Resource Management Officer |
| TOTAL | | | 16 Minutes | |



| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|--|
| FEEDBACK | |
| How to send feedback on the client's over-all experience with the water district | <p>Option 1: The concessionaire may answer the survey questionnaire using our Automated Feedback Terminal stationed at the Teller's area.</p> <p>Option 2: The concessionaire may also use the QR Code found at our website at www.bayawanwd.gov.ph which will redirect to the survey questionnaire for feedback.</p> |
| How feedback is processed | Every feedback is recorded with correspondingly daily, weekly and monthly analytics. Citizen/Client Satisfaction Result summary is generated monthly for the management to evaluate customer feedback, pinpoint issues and uncover causes with ease and improve the agency's performance for a better customer experience. |
| COMPLAINT | |
| How to send or file a complaint pertaining to the client's over-all experience with the water district | <p>Option 1: The concessionaire may send the complaint thru our facebook page or messenger – Bayawan Water District / Bayawan WD.</p> <p>Option 2: The concessionaire may send the complaint through our website – “Contact Us” section.</p> <p>Option 3: The concessionaire may write a “Letter of Complaint” or “Incident Report” and have it received by the agency.</p> |



| How complaint is processed | Every complaint is recorded and is forwarded to the Citizen/Client Satisfaction Survey Committee to evaluate customer complaints, pinpoint issues and uncover causes and for further deliberation. They will forward to the concerned division for immediate action, for an improved agency performance and a whole new level of better customer satisfaction. | |
|--|--|--|
| Contact information of Anti-Red Tape Authority (ARTA) | info@arta.gov.ph complaints@arta.gov.ph <ul style="list-style-type: none"> • (02) 8478-5091 • (02) 8478-5093 • (02) 8478-5099 | |
| Contact information of Presidential Complaint Center (PCC) | pcc@malacanang.gov.ph <ul style="list-style-type: none"> • 8-2498310 loc. 8175 or 8182, 8-736-8645, 8-736-8603, 8-736-8606, 8-736-8629, 8-736-8621, • Telefax 8-736-8621 | |
| Contact information of Presidential Complaint Center (PCC) | email@contactcenterngbayan.gov.ph 09088816565 | |
| Office | Address | Contact Information |
| Bayawan Water District | Lot 1, Block N, GV Subdivision, Brgy. Villareal, Bayawan City, Negros Oriental | bayawanwaterdistrict@ymail.com (035) 430-0361 +63 915 844 1703 +63 961 019 2490 |