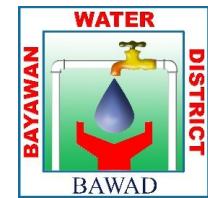




Bayawan Water District

CITIZEN'S CHARTER

2023, 2nd 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

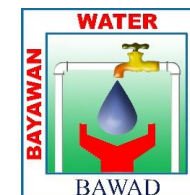
IV. Service Pledge:

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:

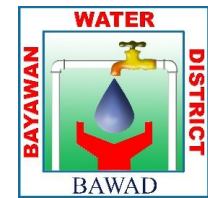
- Commitment
- Honesty
- Accountability
- Teamwork



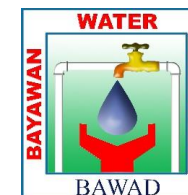
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BAYAWAN WATER DISTRICT

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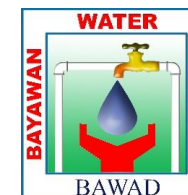
BAYAWAN WATER DISTRICT EXTERNAL SERVICES



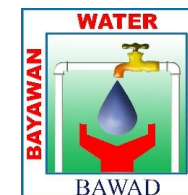
1. Application for Change Account Name/Waived Account

This external service is for all accountholders of Bayawan Water District who wish to change their account name registration and waive their service account connection.

Office or Division:	Finance and Commercial Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	All accountholders of Bayawan Water District	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Change Account Name <ul style="list-style-type: none"> • Form C1 (1 Original Copy) • Birth Certificate/Marriage Contract/Death Certificate (1 Photocopy) • Any valid Government ID of the accountholder (1 Photocopy) • Orientation Seminar (every 1st and 3rd Saturday of the month) 		Customer Service Section Accountholder Applicant Customer Service Section
B. Waived Account (Permanent Connection) <ul style="list-style-type: none"> • Form C1 (1 Original Copy) • Land Tax Declaration/Deed of Sale/Contract of Lease/Business Permit/Certificate of Occupancy for GK Village (1 Photocopy) / Waiver Form (1 Original Copy) • Barangay Certification (1 Original Copy) • Any valid Government ID of applicant and lot owner (1 Photocopy) • Authorization letter (if applicant is not an owner of the lot) (1 Original Copy) • Orientation Seminar (every 1st and 3rd Saturday of the month) 		Customer Service Section Applicant Applicant Applicant Applicant Customer Service Section



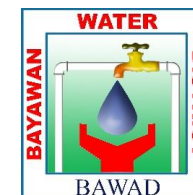
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>
2. Accomplish Form C1 and submit needed requirements to Counter 2	2.1 Verify application and check completeness of all requirements	None	5 minutes	<i>Office Assistant Customer Service Section</i>
3. Pay to Counter 3 or 4	3.1 Issuance of Official Receipt	Php 100.00 (Change Name Fee) Php 1,000.00 (Waived Fee)	3 minutes	<i>Teller Collection Section</i>
4. Present Official Receipt to Counter 2	4.1 Provide Water Service Contract to the applicant	None	3 minutes	<i>Office Assistant Customer Service Section</i>
5. Sign and submit Water Service Contract to Counter 2	5.1 Update customer service record	None	3 minutes	<i>Office Assistant Customer Service Section</i>
TOTAL		Php 100.00 (Change Name Fee) Php 1,000.00 (Waived Fee)	15 minutes	



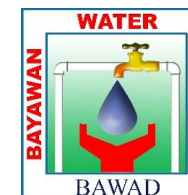
2. Application for New Water Service Connection

This external service is for all new applicants of Bayawan Water District who wish to avail of the water service connection.

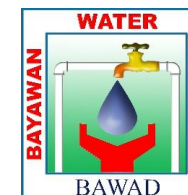
Office or Division:	Finance and Commercial Division, Engineering and Construction Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All new applicants of legal age within the service coverage of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Permanent Connection <ul style="list-style-type: none"> • Form C2 (1 Original Copy) • Land Tax Declaration/Deed of Sale/Contract of Lease/Business Permit/Certificate of Occupancy for GK Village (1 Photocopy) • Barangay Certification (1 Original Copy) • Any valid Government ID of the applicant and lot owner (1 Photocopy) • Authorization letter (if applicant is not an owner of the lot) (1 Original Copy) • Orientation Seminar Certificate (1 Original Copy) 		Customer Service Section Applicant Applicant Applicant Applicant		
B. Temporary Connection <ul style="list-style-type: none"> • Form C2 (1 Original Copy) • Barangay Certification (1 Original Copy) • Any valid Government ID of the applicant (1 Photocopy) 		Customer Service Section Applicant Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>



2. Accomplish Form C2 and submit all requirements to Counter 2	2.1 Verify application and check completeness of all requirements	None	5 minutes	<i>Office Assistant Customer Service Section</i>
	2.2 Issue service order to Master Plumber for estimate/survey/investigation	None	3 minutes	<i>Office Assistant Customer Service Section</i>
	2.3 Conduct estimate/survey/investigation and report investigation result to Customer Service Section	None	2 days	<i>Master Plumber Engineering and Construction Section</i>
	2.4 Seek application approval and contact applicant regarding application status	None	1 hour	<i>Office Assistant Customer Service Section</i>
3. Pay to Counter 3 or 4	3.1 Issuance of Official Receipt	Php 4,150.00 (1/2" Ø Connection) Php 6,000.00 (1" Ø Connection) Php 39,875.00 (2" Ø Connection) Php 61,700.00 (3" Ø Connection)	3 minutes	<i>Teller Collection Section</i>



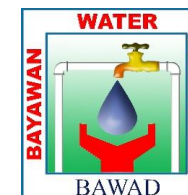
4. Present Official Receipt to Counter 2	4.1 Provide Water Service Contract to the applicant	None	3 minutes	<i>Office Assistant Customer Service Section</i>
5. Sign and submit Water Service Contract to Counter 2	5.1 Issue service order to Master Plumber for new installation	None	3 minutes	<i>Office Assistant Customer Service Section</i>
	5.2 Conduct new installation	None	2 days	<i>Master Plumber Engineering and Construction Section</i>
TOTAL		Php 4,150.00 (1/2" Ø Connection)	4 days, 1 hour and 18 minutes	
		Php 6,000.00 (1" Ø Connection)		
		Php 39,875.00 (2" Ø Connection)		
		Php 61,700.00 (3" Ø Connection)		



3. Application for Senior Citizen Discount Privilege

This external service is for all senior citizen accountholders of Bayawan Water District who wish to avail of the Senior Citizen Discount Privilege as provided by RA 9994.

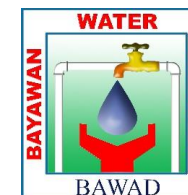
Office or Division:	Finance and Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All eligible accountholders of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Form C3 (1 Original Copy) Barangay Certification (1 Original Copy) Senior Citizen ID (1 Photocopy) 		Customer Service Section Applicant Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>
2. Accomplish Form C3 and submit all requirements to Counter 2	2.1 Verify application and check completeness of all requirements	None	5 minutes	<i>Office Assistant Customer Service Section</i>
3. Pay to Counter 3 or 4	3.1 Issuance of Official Receipt	Php 20.00 (Processing Fee)	3 minutes	<i>Teller Collection Section</i>
4. Present Official Receipt to Counter 2	4.1 Update customer records	None	3 minutes	<i>Office Assistant Customer Service Section</i>
TOTAL		Php 20.00 (Processing Fee)	12 minutes	



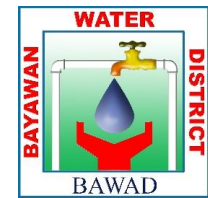
4. Application for Transfer/Reroute Connection

This external service is for all accountholders of Bayawan Water District who wish to transfer/reroute connection services.

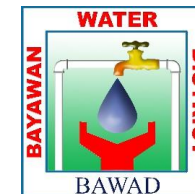
Office or Division:	Finance and Commercial Division, Engineering and Construction Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All accountholders of Bayawan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. Permanent Connection <ul style="list-style-type: none"> • Form C4 (1 Original Copy) • Land Tax Declaration/Deed of Sale/Contract of Lease/Business Permit/Certificate of Occupancy for GK Village (1 Photocopy) • Barangay Certification (1 Original Copy) • Any valid Government ID of the applicant and lot owner (1 Photocopy) • Authorization letter (if applicant is not an owner of the lot) (1 Original Copy) 			Customer Service Section Applicant Applicant Applicant	
B. Temporary Connection <ul style="list-style-type: none"> • Form C4 (1 Original Copy) • Barangay Certification (1 Original Copy) • Any valid Government ID of the applicant (1 Photocopy) 			Customer Service Section Applicant Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>



2. Accomplish Form C4 and submit needed requirements	2.1 Verify application and check completeness of all requirements	None	5 minutes	<i>Office Assistant</i> Customer Service Section
	2.2 Issue Service Order to Master Plumber for estimate/survey/investigation	None	3 minutes	<i>Office Assistant</i> Customer Service Section
	2.3 Conduct estimate/survey/investigation and report investigation result to Customer Service Section	None	2 days	<i>Master Plumber</i> Engineering and Construction Section
	2.4 Seek application approval and contact applicant regarding application status	None	1 hour	<i>Office Assistant</i> Customer Service Section
3. Pay to Counter 3 or 4	3.1 Issuance of Official Receipt	Php 50.00 (Transfer Fee)	3 minutes	<i>Teller</i> Collection Section
		Php 600.00 (Reroute Fee)		
4. Present Official Receipt to Counter 2	4.1 Issue service order to Master Plumber for Transfer/Reroute	None	3 minutes	<i>Office Assistant</i> Customer Service Section
	4.2 Execute service order	None	1 day	<i>Master Plumber</i> Engineering and Construction Section



TOTAL	Php 50.00 (Transfer Fee) Php 600.00 (Reroute Fee)	3 days, 1 hour and 15 minutes	
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5. Application for Voluntary Disconnection/Reconnection

This external service is for all accountholders of Bayawan Water District who wish to have their water service connection disconnected/reconnected.

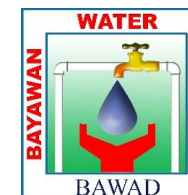
Office or Division:	Finance and Commercial Division, Engineering and Construction Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All accountholders of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Form C5 (1 Original Copy) Any valid Government ID of the accountholder and authorized representative (1 Photocopy) Authorization letter (if applicant is not an owner of the lot) (1 Original Copy) 		Customer Service Section Applicant Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>
2. Accomplish Form C5 and submit all requirements	2.1 Verify application and check completeness of all requirements	None	5 minutes	<i>Office Assistant Customer Service Section</i>
	2.2 Issue service order to Meter Reader to check last reading (Voluntary Disconnection)	None	3 minutes	<i>Office Assistant Customer Service Section</i>



	2.3 Check last reading and submit meter reading to Customer Service Section for billing	None	1 hour	<i>Meter Reader</i> Customer Service Section
	2.4 Prepare billing and update customer ledger card	None	3 minutes	<i>Head</i> Customer Service Section
3. Pay to Counter 3 or 4	3.1 Issuance of Official Receipt	<p>Last billing (Voluntary Disconnection Fee)</p> <p>Php 300.00 + arrears (Reconnection Fee within the month)</p> <p>Php 600.00 + arrears (Reconnection Fee on the following month)</p> <p>Php 230.00 (Reconnection Fee for Voluntary Disconnected Account)</p>	3 minutes	<i>Teller</i> Collection Section



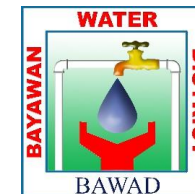
4. Present Official Receipt to Counter 2	4.1 Issue service order to Master Plumber for Disconnection/Reconnection 4.2 Master Plumber to execute service order	None None	3 minutes 1 day	<i>Office Assistant</i> <i>Customer Service</i> <i>Section</i> <i>Master Plumber</i> <i>Engineering and</i> <i>Construction</i> <i>Section</i>
TOTAL		Last billing (Voluntary Disconnection Fee) Php 300.00 + arrears (Reconnection Fee within the month) Php 600.00 + arrears (Reconnection Fee on the following month) Php 230.00 (Reconnection Fee for Voluntary Disconnected Account)	1 day, 1 hour and 18 minutes	



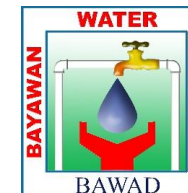
6. Application for Water Meter Replacement

This external service is for all accountholders of Bayawan Water District whose water meters were stolen and damaged.

Office or Division:	Finance and Commercial Division, Engineering and Construction Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All accountholders of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Form C6 (1 Original Copy) Any valid Government ID of the accountholder and authorized representative (1 Photocopy) Authorization letter if thru a representative (1 Original Copy) Police Blotter Report (1 Original Copy) 		Customer Service Section Applicant Applicant Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>
2. Accomplish Form C6 and submit all requirements	2.1 Verify application and check completeness of all requirements	None	5 minutes	<i>Office Assistant Customer Service Section</i>
3. Pay to Counter 3 or 4	3.1 Issuance of Official Receipt	Php 1,980.00 (½" Ø Water Meter Replacement Fee)	3 minutes	<i>Teller Collection Section</i>



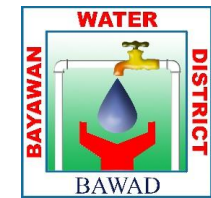
		Php 3,750.00 (1" Ø Water Meter Replacement Fee)		
4. Present Official Receipt to Counter 2	4.1 Issue service order to Master Plumber for meter replacement	None	3 minutes	<i>Office Assistant</i> Customer Service Section
	4.2 Master Plumber to execute service order	None	1 day	<i>Master Plumber</i> Engineering and Construction Section
TOTAL		Php 1,980.00 (½" Ø Water Meter Replacement Fee) Php 3,750.00 (1" Ø Water Meter Replacement Fee)	1 day and 12 minutes	



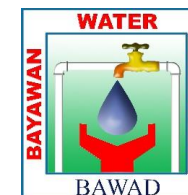
7. Application for Water Service Classification

This external service is for all accountholders of Bayawan Water District who wish to reclassify or change their water service connection pipe size.

Office or Division:	Finance and Commercial Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All accountholders of Bayawan Water District			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Form C7 (1 Original Copy) Any valid Government ID of the accountholder and authorized representative (1 Photocopy) 			Customer Service Section Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>
2. Accomplish Form C7 and submit all requirements	2.1 Verify application and check completeness of all requirements	None	5 minutes	<i>Office Assistant Customer Service Section</i>
	2.2 Issue service order to Master Plumber for investigation/verification	None	3 minutes	<i>Office Assistant Customer Service Section</i>



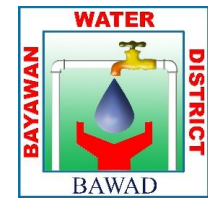
	2.3 Conduct investigation/ verification and report investigation result to Counter 2	None	1 hour	<i>Master Plumber Engineering and Construction Section</i>
3. Pay to Counter 3 or 4	3.1 Issuance of Official Receipt	Php 100.00 (Reclassification Fee)	3 minutes	<i>Teller Collection Section</i>
4. Present Official Receipt to Counter 2	4.1 Issue service order to Master Plumber for change of pipe size/classification	None	3 minutes	<i>Office Assistant Customer Service Section</i>
	4.2 Master Plumber to execute service order	None	2 days	<i>Master Plumber Engineering and Construction Section</i>
	4.3 Update customer information	None	3 minutes	<i>Head Customer Service Section</i>
TOTAL		Php 100.00 (Reclassification Fee)	2 days, 1 hour and 18 minutes	



8. Complaints and Queries

This external service is for all concessionaires and stakeholders of Bayawan Water District who will report complaints and make inquiries or requests.

Office or Division:	Finance and Commercial Division, Engineering and Construction Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All concessionaires and stakeholders of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>
2. Proceed to Counter 1 and report complaints or make inquiries	2.1 Record log complaint/queries	None	3 minutes	<i>Office Assistant Customer Service Section</i>
3. Pay to Teller for investigation request (Counter 3 or 4)	3.1 Teller to issue Official Receipt	Php 50.00 (Service Fee)	3 minutes	<i>Teller Collection Section</i>
4. Present Official Receipt to Counter 2	4.1 Issue service order to Master Plumber	None	3 minutes	<i>Office Assistant Customer Service Section</i>
	4.2 Master Plumber to execute service order	None	1 day	<i>Master Plumber Engineering and Construction Section</i>



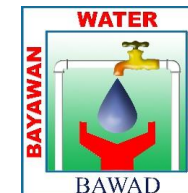
	TOTAL	Php 50.00 (Service Fee)	1 day and 10 minutes	
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9. Payment (Drive Thru)

This external service is for all concessionaires of Bayawan Water District who will pay their water bills.

Office or Division:	Finance and Commercial Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All concessionaires of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Water Bill (if available) 		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present water bill to Teller	Issuance of Official Receipt	Water Bill	3 minutes	<i>Teller</i> Collection Section
TOTAL		Water Bill	3 minutes	



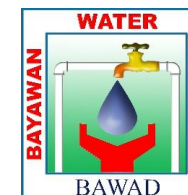
10. Payment (Walk-in)

This external service is for all concessionaires and stakeholders of Bayawan Water District who will pay their water bills and other fees.

Office or Division:	Finance and Commercial Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All concessionaires and stakeholders of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Water Bill (if available) 		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number at office's entrance and wait for number to be called.	1.1 Provide priority number	None	1 minute	<i>Security Guard</i>
2. Proceed to Counter 3 or 4	2.1 Issuance of Official Receipt	Water Bill or other fees/ charges	3 minutes	<i>Teller Collection Section</i>
TOTAL		Water Bill or other fees/ charges	4 minutes	



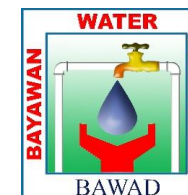
BAYAWAN WATER DISTRICT OFFICE INTERNAL SERVICE



1. Request for Application for Leave

This internal service is for all permanent and casual employees of Bayawan Water District who will apply for leave of absence.

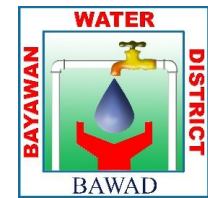
Office or Division:	Administrative and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent and casual employees of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Civil Service Form No. 6 (1 Original Copy) 		Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Civil Service Form No. 6 and submit to the Human Resource Section	1.1 Receive and fill-up certification of leave credit balance	None	5 minutes	<i>Human Resource Management Officer</i> Human Resource Section
2. Seek approval from Immediate Supervisor and General Manager	2.1 Approve/Disapprove leave application	None	30 minutes	<i>Division Manager</i> Admin/Commercial/Finance/GSO Division <i>Division Manager</i> Engineering/Construction/Production/Water Quality Division <i>General Manager</i>
	2.2 Update employees' record	None	3 minutes	<i>Human Resource Management Officer</i> Human Resource Section
TOTAL		None	38 minutes	



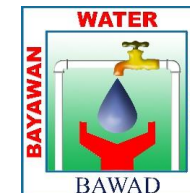
2. Request for Certificate of Employment and Compensation (COE)/Net Pay/Employment Service Records

This internal service is for all former and incumbent permanent, casual and job order employees of Bayawan Water District who will request for Certificate of Employment and Compensation/Net Pay/Employment Service Record.

Office or Division:	Administrative and General Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	All former and incumbent permanent, casual and job order employees of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Form No. 1		Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form 1 and submit to the Human Resource Section	1.1 Receive request and verify employees' record	None	10 minutes	<i>Human Resource Management Officer</i> Human Resource Section (for COE and Employment Service Record) <i>Internal Control Assistant</i> Accounting Section (for Net Pay)
2. Pay to Counter 3 or 4	2.1 Issuance of Official Receipt	Php 100.00 (Certification Fee for former employees)	3 minutes	<i>Teller</i> Collection Section
3. Present Official Receipt to the Human Resource Section or Accounting Section	3.1 Prepare and issue requested documents	None	30 minutes	<i>Human Resource Management Officer</i> Human Resource Section (for COE and Employment Service Record) <i>Internal Control Assistant</i>



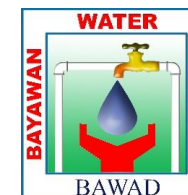
				Accounting Section (for Net Pay)
4. Acknowledge receipt of requested document	4.1 Log released document	None	5 minutes	<i>Human Resource Management Officer</i> Human Resource Section
TOTAL		Php 100.00 (Certification Fee for former employees)	48 minutes	



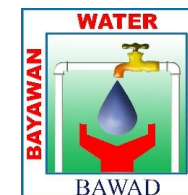
3. Request for Monetization of Leave Credits

This internal service is for all permanent and casual employees of Bayawan Water District who will apply for monetization of leave credits.

Office or Division:	Administrative and General Services Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent and casual employees of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter (1 Original Copy) Civil Service Form No. 6 (1 Original Copy) 		Applicant Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the General Manager	1.1 Stamp received letter request and forward to GM for approval	None	3 minutes	<i>Clerk Processor</i> Office of the General Manager
	1.2 Approve/Disapprove monetization request	None	1 day	<i>General Manager</i>
	1.3 Inform applicant of the application status and provide Civil Service Form No. 6	None	5 minutes	<i>Human Resource Management Officer</i> Human Resource Section
2. Accomplish Civil Service Form No. 6 (for approved application) and submit to the Human Resource Section	2.1 Prepare Leave Monetization Computation and balances and forward to the Accounting Section	None	10 minutes	<i>Human Resource Management Officer</i> Human Resource Section



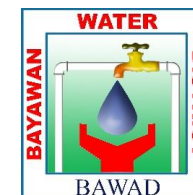
	2.2 Prepare Disbursement Voucher	None	3 days	<i>Internal Control Assistant</i> Accounting Section
	2.3 Cheque preparation and release	None	1 day	<i>Cashier</i> Cash Management Section
TOTAL		None	5 days and 18 minutes	



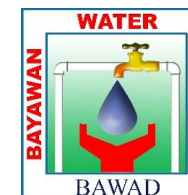
4. Request for Travel Authority for Foreign Travel

This internal service is for all permanent and casual employees of Bayawan Water District who will request for authority to travel abroad.

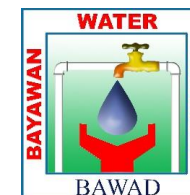
Office or Division:	Administrative and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent and casual employees of Bayawan Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Form No. 1 (1 Original Copy) Invitation Letter for Official Travel (1 Original Copy) 		Human Resource Section Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form No. 1 and attach needed requirement to the Human Resource Section	1.1 Receive request and prepare Travel Authority	None	10 minutes	Human Resource Management Officer Human Resource Section
	1.2 Seek approval from the General Manager	None	1 day	Human Resource Management Officer Human Resource Section
	1.3 Approve/Disapprove request	None	1 day	General Manager
	1.4 Issue Approved Travel Authority	None	5 minutes	Human Resource Management Officer Human Resource Section
2. Acknowledge receipt of requested document	2.1 Log released document	None	5 minutes	Human Resource Management Officer Human Resource Section
TOTAL		None	2 days and 20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
FEEDBACK	
<p>How to send feedback on the client's over-all experience with the water district</p>	<p>Option 1: The concessionaire may answer the survey questionnaire form available at the Bayawan Water District office.</p> <p>Option 2: The concessionaire may give their feedback directly thru the HappyOrNot Terminal available at the Bayawan Water District office.</p> <p>Option 3: 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>
<p>How feedback is processed</p>	<p>Every feedback is recorded with corresponding 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.</p>
COMPLAINT	
<p>How to send or file a complaint pertaining to the client's over-all experience with the water district</p>	<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> <p>Option 4: The concessionaire may contact directly our contact hotline numbers (035) 430-0361, +63 915 844 1703, +63 961 019 2490.</p> <p>Option 5: The concessionaire may visit our main office at Lot 1, Block N, GV Subdivision, Brgy. Villareal, Bayawan City, Negros Oriental and log their complaint at the Customer Service Area (Counter 1).</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)	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 Contact Center ng Bayan (CCB)	email@contactcenterngbayan.gov.ph 09088816565



LIST OF OFFICES		
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