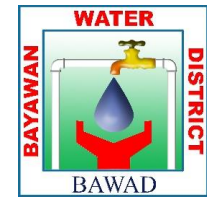




Bayawan Water District

## CITIZEN'S CHARTER

2019<sup>ST</sup> 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 Mission:**

Improved living conditions of the target population of Bayawan City thru- 24-hour clean drinking water.

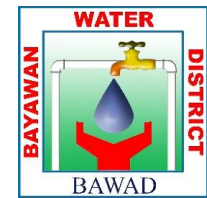
## **III. Service Pledge:**

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.



## LIST OF SERVICES

### BAYAWAN WATER DISTRICT

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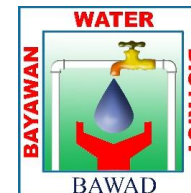
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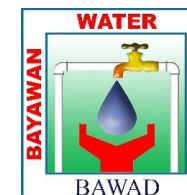
# **BAYAWAN WATER DISTRICT EXTERNAL SERVICE**



## 1. Application for New Water Service Connection

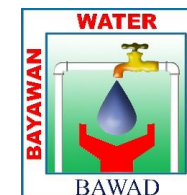
Application for New Water Service Connection in Bayawan Water District

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



\*Orientation/Seminar (every 1<sup>st</sup> and 3<sup>rd</sup> Saturday of the month)

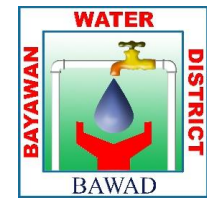
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the requirements at the customer service are	1.1 Provide list of requirements	None	1 minute	Customer Service Representative
2. Attend the Seminar/Orientation every 1 <sup>st</sup> and 3 <sup>rd</sup> Saturday of the month	2.1 Conduct seminar/orientation at 8:00 to 10:00 AM every 1 <sup>st</sup> and 3 <sup>rd</sup> Saturday of the month	None	2 hours	Customer Service Representative
3. Fill-up Form C1 and submit all needed requirements	3.1 Check all requirements	None	3 minutes	Customer Service Representative
	3.2 Master Plumber to conduct the survey	None	1-4 hours depending on the area	Master Plumber
4. Sign Water Service Contract	4.1 Check completeness and seek approval	None	3 minutes	Customer Service Representative
5. Pay to cashier/teller and present the receipt to the customer service representative	5.1 Cashier/teller will issue official receipt	<ul style="list-style-type: none"> <li>• ½" Ø connection: Php 3,900.00</li> <li>• 1" Ø connection: Php 5,750.00</li> </ul>	3 minutes	Teller/Cashier
	5.2 Issue job order	None	2 minutes	Customer Service Representative
	5.3 Master plumber to execute new installation	None	1-3 days	Master Plumber
<b>TOTAL</b>			<b>3 Days, 6 Hours, 12 Minutes</b>	



## 2. Application for Water Service Reconnection/Voluntary Disconnection

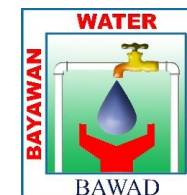
Application for New Water Service Reconnection/Voluntary Disconnection in Bayawan Water District

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



		<ul style="list-style-type: none"> <li>Following month: Php 600.00</li> </ul>		
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
<b>TOTAL</b>			<b>1 Day, 43 Minutes</b>	

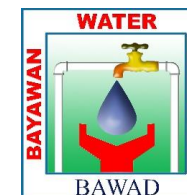




### 3. Application for Senior Citizen Discount Privilege

Application for New Senior Citizen Discount Privilege in Bayawan Water District

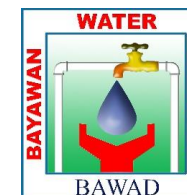
<b>Office or Division:</b>	Finance and Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Form C2 (1 Copy, Original)</li> <li>Barangay Clearance (1 Copy, Original or Photocopy)</li> <li>Senior Citizen ID (1 Copy, Original or Photocopy)</li> <li>Certification of one (1) year service connection</li> </ul>		Customer Service Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Form C2 and submit all needed requirements	1.1 Check customer account/application	None	3 minutes	Customer Service Representative
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 Customer Service Representative	3.1 Update customer records	None	3 minutes	Customer Service Representative
<b>TOTAL</b>			<b>9 Minutes</b>	



#### 4. Application for Change Name/Waived Account

Application for Change Name/Waived Account in Bayawan Water District

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



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



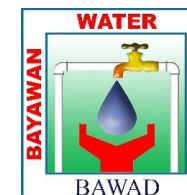
## 5. Application for Transfer/Re-route Connection

Application for Transfer/Re-Route in Bayawan Water District

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



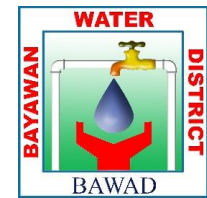
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Form C4 and submit all needed requirements	1.1 Check customer account/requirements	None	3 minutes	Customer Service Representative
	1.2 Issue job order for survey	None	2 minutes	Customer Service Representative
	1.3 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	<b>For transfer:</b> Php 50.00 <b>For re-route:</b> Php 600.00	3 minutes	Teller/Cashier
3. Present official receipt to the Customer Service Representative	3.1 Issue job order for Transfer/Re-route	None	2 minutes	Customer Service Representative
	3.2 Master Plumber to execute job order	None	1 day	Master Plumber
<b>TOTAL</b>			<b>1 Day, 4 Hours, 10 Minutes</b>	



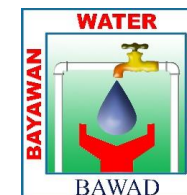
## 6. Application for Water Meter Replacement

Application for Water Meter Replacement in Bayawan Water District

<b>Office or Division:</b>	Finance and Admin Division / Technical Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Form C6 (1 Copy, Original)</li> <li>Valid ID of owner/representative (1 Copy, Photocopy)</li> <li>Authorization of account holder (if through a representative)</li> </ul>		Customer Service Section		
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 requirements	None	3 minutes	Customer Service Representative
	1.2 Issue job order for investigation/inspection	None	2 minutes	Customer Service Representative
	1.3 Master plumber to conduct investigation/inspection	None	1-4 hours depending on the area	Master Plumber
2. Pay to teller/cashier (for damaged water meter and 2 <sup>nd</sup> incident of stolen meter)	2.1 Teller/Cashier to issue official receipt	<b>For stolen meter:</b> First offense – None Second offense – Php 1,200.00 ½"Ø Php 2,400.00 1" Ø <b>For damaged meter:</b> Php 1,200.00 ½"Ø	3 minutes	Teller/Cashier



		Php 2,400.00 1" Ø		
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
<b>TOTAL</b>			<b>1 Day, 4 Hours, 10 Minutes</b>	

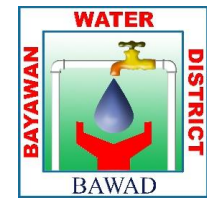


## 7. Complaints and Queries

Complaints and Queries in Bayawan Water District

<b>Office or Division:</b>	Finance and Admin Division / Technical Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	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	Customer Service Representative
	1.2 Issue job order request	None	2 minutes	Customer Service Representative
	1.3 Master Plumber to execute job order	None	1 day	Master Plumber
<b>TOTAL</b>			<b>1 Day, 8 Minutes</b>	

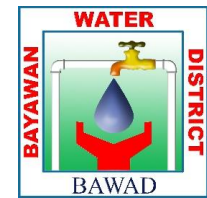




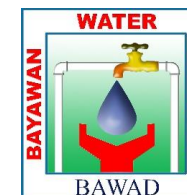
## 8. Payment

Payment in Bayawan Water District

<b>Office or Division:</b>	Finance and Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	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	1.1 Accept payment per priority number	None	3 minutes	Teller/Cashier
2. Claim official receipt	2.1 Teller/Cashier to issue official receipt	None		Teller/Cashier
<b>TOTAL</b>			<b>3 Minutes</b>	



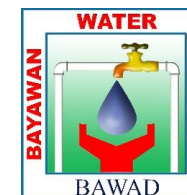
# **BAYAWAN WATER DISTRICT OFFICE INTERNAL SERVICE**



## 1. Request of Certificate of Employment and Compensation

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

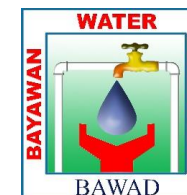
<b>Office or Division:</b>	Finance and Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Employees			
<b>Who may avail:</b>	All regular, casual and job order employees of Bayawan Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Form 1</li> </ul>		HR Section All regular, casual and job order employees of Bayawan Water District		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Request Form 1	1.1 Check duly accomplished form and 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	2 minutes	Teller/Cashier
3. Present official receipt to the Human Resource Management Officer	3.1 Produce/Release the requested document	None	15 minutes	Human Resource Management Officer
<b>TOTAL</b>			<b>20 Minutes</b>	



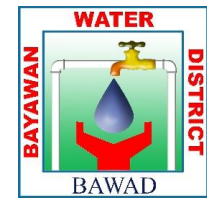
## 2. Request of Certificate of Net Pay

Request of Certificate of Net Pay of Employees in Bayawan Water District

<b>Office or Division:</b>	Finance and Admin Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Employees			
<b>Who may avail:</b>	All regular, casual and job order employees of Bayawan Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Form 2</li> </ul>		HR Section All regular, casual and job order employees of Bayawan Water District		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Request Form 2	1.1 Check duly accomplished form and seek for approval	None	3 minutes	Human Resource Management Officer
	1.1 Produce/Release the requested document	None	15 minutes	Human Resource Management Officer
<b>TOTAL</b>			<b>18 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	Answer the feedback form in the Customer Service Area and put it in the feedback and complaints drop box.
How feedback is processed	<p>The admin verifies the nature of queries and feedback within one working day. Each feedback is recorded for the Client/Citizen Satisfaction Result of the agency.</p> <p>For follow-ups or queries, the contact information are as follows:  <a href="mailto:bayawanwaterdistrict@yahoo.com">bayawanwaterdistrict@yahoo.com</a>            (035) 430-0361</p>
How to file a complaint	Answer the feedback form in the Customer Service Area and put it in the feedback and complaints drop box.
How complaints are processed	<p>Complaints are forwarded to divisions / offices who are required to answer within three (3) days from receipt of complaint /feedback.</p> <p>Answers to complaint / feedback are relayed to the citizen.</p> <p>For follow-ups or queries, the contact information are as follows:  <a href="mailto:bayawanwaterdistrict@yahoo.com">bayawanwaterdistrict@yahoo.com</a>            (035) 430-0361</p>
Contact information of Bayawan Water District	<a href="mailto:bayawanwaterdistrict@yahoo.com">bayawanwaterdistrict@yahoo.com</a> (035) 430-0361



Office	Address	Contact Information
Bayawan Water District	Lot 1, Block N, GV Subdivision, Brgy. Villareal, Bayawan City, Negros Oriental	<a href="mailto:bayawanwaterdistrict@yahoo.com">bayawanwaterdistrict@yahoo.com</a> (035) 430-0361