



BALANGA WATER DISTRICT

CITIZEN'S CHARTER

2020 (1ST Edition)



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I. Mandate:

The Balanga Water District is mandated under PD 198 or the “Provincial Water Utilities Act of 1973”, known and referred to as the “Local Water District Law.”

II. Vision:

By 2025, the BLWD aims to provide potable water and environmentally compliant waste water collection, treatment and disposal facilities available to the residents of Balanga City and nearby Municipalities.

III. Mission:

We provide potable water, and environmentally compliant waste water treatment facilities made affordable through efficient operation and excellent service.

IV. Service Pledge:

We, the officials and employees of the Balanga Water District commit ourselves to provide potable and adequate water supply and waste water treatment facilities to every resident of the community at the least possible cost.



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BALANGA WATER DISTRICT

External Services



1. INQUIRY PROCEDURE - NEW CONNECTION

Filing of application for new connection of water service.

Office or Division:	Commercial Service Division, Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail?	Residents, Businesses and Government Offices within Balanga Water District's area of authority.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Water Service Connection Form (1pc., Original)		Balanga Water District Office		
2. Payment		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service to inquire for new connection.	1. The Customer Service Officer interview the customer to determine the location for installation. If the location is not covered by the current serviced areas, then the Customer Service Officer informs the customer of the situation and the procedure ends. If The location is covered, an application form is given by the Customer Service Officer for the customer to fill-up	None	5 minutes	Customer Service Officer
2. Fill up the application form and Inspection Report form.	2. The Customer Service Officer give the Application and Inspection Report Form to the client indicating the following: 1. Applicant's Name 2. Address 3. Contact Number 4. Sketch of the location	None	10 minutes	Customer Service Officer



3. Pay the application fee.	3. Accept payment and issue official receipt indicating the paid amount. The transaction details are then copied onto the accomplished application form.	PHP50.00	5 minutes	Customer Service Officer
4. None	4. The Customer Service Officer logs the transaction in the New Connection Logbook (noting the following: a. Customer Name b. Date of Issuance of New Application c. Location	None	5 minutes	Customer Service Officer
5. None	5. The Customer Service Officer forward the accomplished application form to the Construction and Maintenance Division for site inspection and estimate.	None	5 minutes	Customer Service Officer / Construction and Maintenance Division
Total:		PHP50.00	30 minutes	



2. INQUIRY PROCEDURE – SENIOR CITIZEN DISCOUNT

Application for Senior Citizen Discount

Office or Division:	Customer Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen ID (1pc., Original)		Concessionaire		
2. Senior Citizen Form (1pc., Original)		Balanga Water District Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service to inquire for new connection.	1. The Customer Service Officer interview the client and ask for the requirements.	None	5 minutes	Customer Service Officer
2. Fill up the Senior Citizen Application Form.	2. The Customer Service Officer give the Senior Citizen Application Form to the client indicating the follow: 1. Applicant's Name 2. Address 3. Contact Number 4. Senior Citizen ID No.	None	10 minutes	Customer Service Officer
3. None	3. The Customer Service Officer will encode the details in the computer.	None	5 minutes	Customer Service Officer
4. None	4. The Customer Service Officer logs the transaction in the Senior Citizen Logbook noting the following: 1. Customer Name 2. Account Number 3. Date	None	5 minutes	Customer Service Officer
Total:		None	25 minutes	



3. REQUEST PROCEDURE – NEW CONNECTION

Submission of requirements for New Connection of Water Service.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership (Title/Rights/Tax Declaration) or Barangay Certificate of Residency (1pc., Original)		Concessionaires		
2. Valid ID (1pc., Photocopy Or Original)		Concessionaires		
3. Lease of Contract (for Commercial Classification) (1pc., Original)		Concessionaires		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to the Customer Service Officer.	1. Gather all the requirements of the client for new connection.	None	5 minutes	Customer Service Officer
2. Pay the Connection Fee	2. Accept Payment and Issue Official Receipts.	Service Fee = PHP400.00 Maintenance Fee = PHP1,000.00 Tapping Fee = PHP550.00 Materials(Plastic Wedge S. Clamp 2x3/4 = PHP211.25, Plastic male Adapter 3/4 ISO 2pcs. = PHP91.00, GI Elbow 3/4 = PHP26.00	5 minutes	Customer Service Officer



		GI Elbow $\frac{1}{2}$ = PHP16.90 , Brass Water Meter $\frac{1}{2}$ = PHP1000. 00, HD P.E Pipe ISO $\frac{3}{4}$ = PHP35.18 , GI Nipple $\frac{3}{4}$ x12 = PHP66.00 , Teflon $\frac{3}{4}$ 2pcs. = PHP57.20 , GI ST. Elbow $\frac{3}{4}$ = PHP 29.90, Brass Ball Valve $\frac{3}{4}$ = PHP495. 60)		
3. None	3. The Customer Service Officer serve the Service Contract and Memorandum Receipt for Water Meter	None	10 minutes	Customer Service Officer
4. None	4. The Customer Service Officer accomplish Requisition Slip and Maintenance Order.	None	5 minutes	Customer Service Officer



5. None	5. The Customer Service Officer logs the transaction in the Maintenance Order Logbook noting the following: 1. Customer Name 2. MO Number 3. Account Number	None	<i>5 minutes</i>	Customer Service Officer
6. None	6. The Customer Service Officer forwarded the Maintenance Order to the Construction and Maintenance Head.	None	<i>5 minutes</i>	Customer Service Officer / Construction and Maintenance Head
Total:		PHP3999.03	35 minutes	



4. REQUEST PROCEDURE – CHANGE NAME

Requesting for change name of concessionaire.

Office or Division:	Customer Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Ownership (Title/Rights/Tax Declaration) or Deed of Absolute Sale (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service Officer.	1. Customer Service Officer interview and give the requirements for change name.	None	5 minutes	Customer Service Officer
2. None	2. The Customer Service Officer Accomplished Maintenance Order and post in the computer for change name.	None	5 minutes	Customer Service Officer
3. None	3. The Customer Service Officer logs the transaction in the Maintenance Order Logbook noting the following: a. Customer Name b. MO Number c. Account Number	None	5 minutes	Customer Service Officer
Total:		None	15 minutes	



5. REQUEST PROCEDURE - RECONNECTION

Requesting for reconnection of water service.

Office or Division:	Customer Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill Notice (1pc., Original)		Concessionaire		
2. Payment		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service Officer for request of reconnection.	1. Interview the client for their request of reconnection water service.	None	5 minutes	Customer Service Officer
2. Pay the Water Bill and reconnection fee to the Customer Service Officer or Office Collector	2. Accept water bill payment and reconnection fee and issue an Official Receipt	Unpaid Water Bill(if any) and Reconnection Fee (PHP100.00)	5 minutes	Customer Service Officer / Office Collector
3. None	3. The Customer Service Officer accomplish Maintenance Order Form	None	5 minutes	Customer Service Officer
4. None	4. The Customer Service Officer logs the transaction in the Maintenance Order Logbook noting the following: a. Customer Name b. MO Number c. Account Number	None	5 minutes	Customer Service Officer



5. None	5. The Customer Service Officer forwarded the Maintenance Order to Construction and Maintenance Division Head.	None	<i>5 minutes</i>	Customer Service Officer / Construction and Maintenance Division Head
Total:		Unpaid Water Bill (if any) + PHP100.00	25 minutes	



6. REQUEST PROCEDURE - DISCONNECTION

Request procedure for disconnection of water service.

Office or Division:	Customer Services Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill Notice (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service Officer for request of disconnection.	1. Interview the client for their request of disconnection of water service.	None	5 minutes	Customer Service Officer
2. Pay Water bill (if any) to the Customer Service Officer or Office Collector.	2. Accept payment and issue an Official Receipt	Unpaid Water Bill (if any)	5 minutes	Customer Service Officer / Office Collector
3. None	3. The Customer Service Officer accomplish the Maintenance Order Form.	None	5 minutes	Customer Service Officer
4. None	4. The Customer Service Officer logs the transaction in the Maintenance Order Logbook noting the following: a. Customer Name b. MO Number c. Account Number	None	5 minutes	Customer Service Officer
5. None	5. The Customer Service Officer forwarded the Maintenance Order to Construction and Maintenance Division Head.	None	5 minutes	Customer Service Officer / Construction and Maintenance Division Head
Total:		Unpaid Water Bill (if any)	25 minutes	



7. OFFICE COLLECTION PROCEDURE

Process of office collection.

Office or Division:		Customer Services Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
Who may avail?		Balanga Water District Concessionaire		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill Notice (1pc., Original)		Concessionaire		
2. Payment		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the PACD or Customer Service Officer for queuing number	1. The PACD or Customer Service Officer give the number to the client	None	5 minutes	PACD / Customer Service Officer
2. Wait for your number to be called by the teller.	2. Call the number of the client for payment of water bill.	None	10 minutes	Office Collector / Teller
3. Give the water bill notice to the teller	3. The teller will search for the account. If not possible, the teller will search the account based on the given account number or account name.	None	5 minutes	Office Collector / Teller
4. Pay the amount in the water bill	4. Accept payment. If payment is in the mode of cash, take the amount of the billed consumption and give the change based on the given amount of cash. Or if the payment is in the mode Check, do the following: a. Check the name/payee b. Check the date c. Check the amount in word & amount in figures. d. Check the signature e. Indicate the contact number None	Water Bill	5 minutes	Office Collector / Teller



	f. Indicate the account name g. Indicate the account number			
5. None	5. Issue the Generated Official Receipt to the client and keep the duplicate copy for the remittance procedure.	None	3 minutes	Office Collector / Teller
6. None	6. The office Collector / teller remit all the collection for the day to the Office Cashier including the OR Duplicate, Daily Collection Report, Cash and Checks.	None	10 minutes	Office Collector / Teller/ Cashier
Total:		Water Bill	38 minutes	

Water Rates						
Classification	Min. Charge	11-20 cu.m	21-30 cu.m	31-40 cu.m	41-50 cu.m	Over 50 cu.m
Residential	150.00	16.50	18.25	20.25	22.50	25.00
Comm./Ind'l	300.00	33.00	36.50	40.50	45.00	50.00
Commercial A	262.50	28.85	31.90	35.40	39.35	43.75
Commercial B	225.00	24.75	27.35	30.35	33.75	37.50
Wholesale / Bulk	450.00	19.50	54.75	60.75	67.50	75.00

Sample:

Classification: Residential

Consumption: 53 cu.m.

Computation:

Bill Amount = Minimum + ((11 to 20 Usage) * 16.50) + ((21 to 30 Usage) * 18.25) + ((31 to 40 Usage) * 20.25) + ((41 to 50 Usage) * 22.50) + ((Over 50 Usage) * 25.00)

Php 1,000.00=150 + ((10) * 16.50) + ((10) * 18.25) + ((10) * 20.25) + ((10) * 22.50) + ((3) * 25.00)



8. CUSTOMER SATISFACTION SURVEY PROCEDURE

Process of customer satisfaction survey to monitor the quality of customer service render.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Customer Satisfaction Survey Form (1pc., Original)		Balanga Water District Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service Officer for customer satisfaction survey	1. The Customer Service Officer will interview the client.	None	5 minutes	Customer Service Officer
2. Fill-up the Customer Survey Form	2. The Customer Service Officer will give the client a Customer Survey Form to be fill-up and accomplish.	None	10 minutes	Customer Service Officer
Total:		None	15 minutes	



9. HANDLING OF CUSTOMER REQUEST / COMPLAINT PROCEDURE

Process to handle customer request / complaint to provide customer satisfaction.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD office and approach the PACD Officer about your complaints.	1. The PACD Officer will interview the client for their complaint. An assessment will be made if the complaint needs action from the customer servicing division or if it's a special case this will be endorsed to the concern division.	None	<i>5 minutes</i>	PACD Officer / Customer Service Officer
2. Enumerate your complaints to the Customer Service Officer.	2. The Customer Service Officer will identify the nature of request. The following request requires payment of fees prior to issuance of Maintenance Order: a. Transfer of Source b. Replacement of defective materials c. Disconnection d. Re tapping Request not requiring payment (M.O): a. Leak before the meter. b. Repair service line and main line of BLWD. c. Disconnection	None	<i>15 minutes</i>	Customer Service Officer



	d. Meter Calibration e. Mainline Leak Prepare and print Maintenance Order for appropriate action. Facilitate the signing of issued M.O from the customer.			
3. None	3. Record M.O. to Logbook and forward the M.O. together with the M.O. logbook to be received by the concerned division.	None	<i>5 minutes</i>	Customer Service Officer
Total:			25 minutes	



10. REFUND OF PAYMENT

The process to be able to cater customer with refund of their over payment of water bill and/or unused materials.

Office or Division:	Customer Service Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of payment (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BLWD office and approach the PACD Officer / Customer Service Officer.	1. Received request for refund	None	<i>5 minutes</i>	Customer Service Officer
2. None	2. Validate request for adjustment and the documents submitted if necessary supporting documents are complete.	None	<i>15 minutes</i>	Customer Service Officer
3. None	3. Forward request to Finance Department	None	<i>5 minutes</i>	Customer Service Officer
Total:		None	<i>25 minutes</i>	



BALANGA WATER DISTRICT

Internal Services



11. BILLING PROCEDURE

Process of billing of water consumption.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. The encoder will print reading form list of all zones	None	1 day	Data Encoder
2. None	2. Meter Reader will get the reading form list at the office and proceed to field for meter reading	None	1 day	Meter Reader
3. None	3. Meter Reader will review all the readings at the reading form list and submit to the encoder.	None	1 hour	Meter Reader
4. None	4. The encoder will post the reading to the computer. Encoder will print proof list to check the abnormal consumption and report to Customer Service Assistant.	None	1 hour	Data Encoder / Meter Reader
5. None	5. The encoder print water bill notice. After printing meter reader will sort, segregate and label water bill notice with arrears, FOR DISCONNECTION.	None	1 hour	Data Encoder / Meter Reader



6. None	6. Meter reader will proceed to field distribution of Water Bill Notice.	None	1 day	Meter Reader
Total:		None	3 days and 3 hours	



12. DISCONNECTION ON DELINQUENT ACCOUNT PROCEDURE

The process to be able to achieve target revenue every month to pursuit of delinquent accounts.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Generate disconnection list from MRBCMS server and print the same after reading period.	None	1 hour	Customer Service Officer
2. None	2. Print disconnection notice and deliver to the customer.	None	1 hour	Meter Reader
3. None	3. Check individual account for payments. Check the promissory note list, verify date committed for payment.	None	1 hour	Customer Service Officer / Meter Reader
4. None	4. Prepare Maintenance Order for the Disconnection Team. Disconnect water meter/s from the delinquent accounts.	None	10 minutes	Customer Service Officer / Construction and Maintenance Division
5. None	5. Forwards disconnected water meter to the store keeper.	None	5 minutes	Construction and Maintenance Division / Storekeeper
Total:		None	3 hours and 15 minutes	



13. BILLING ADJUSTMENT PROCEDURE

The process to be able to cater customer with adjustment in their water bill and ensure that adjustments are in accordance with the BLWD Utility Rules and Regulations.

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill Notice (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BLWD and approach the PACD Officer / Customer Service Officer.	1. Received request for billing adjustment.	None	5 minutes	Customer Service Officer
2. Submit all necessary documents	2. Validate request for adjustment and the documents submitted if necessary supporting documents are complete.	None	15 minutes	Customer Service Officer
3. None	3. If not complete, determine lacking documents to concerned division. If complete, post adjustment to MRBCMS server. Ensure that the data entered in customer's ledger are accurate and with correct accounting entries.	None	10 minutes	Customer Service Officer
4. None	Printing of billing adjustment Memo, Debit, Credit Memo to be approved by the signing manager.	None	5 minutes	Customer Service Officer



5. None	Review and consolidate all adjustment made within the month. Submit to Finance Department.	None	<i>5 minutes</i>	Customer Service Officer
Total:		None	40 minutes	



14. COLLECTION ADJUSTMENT PROCEDURE

The process to be able to cater customer with adjustment in their accounts and ensure that adjustments are in accordance with the BLWD Utility Rules and Regulations.

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill Receipt (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BLWD and approach the PACD Officer / Customer Service Officer.	1. Received request for collection adjustment.	None	5 minutes	Customer Service Officer
2. Submit all necessary documents	2. Validate request for transferring of payments and documents submitted if necessary supporting documents are complete.	None	15 minutes	Customer Service Officer
3. None	3. If complete, post collection adjustment to MRBCMS server. Ensure that the data entered in customer's ledger are accurate and with correct entries.	None	10 minutes	Customer Service Officer
4. None	Printing of collection adjustment Memo to be approved by the signing manager.	None	5 minutes	Customer Service Officer
Total:		None	35 minutes	



15. BILLING WITH PDA DEVICES PROCEDURE

The process to be able to billed 100% active concessionaire within the month.

Office or Division:	Customer Service Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Preparation of monthly reading schedule as basis for meter reading schedule (Data includes reading date, Due date and disconnection date).	None	1 hour	Customer Service Division
2. None	2. Downloading of billing data from MRBCMS server to PDA device. Endure accurate and complete uploading of billing data to meter readers individual assignment.	None	30 minutes	Meter Reader
3. None	3. Performs meter readings and inputs to the PDA device the reading made, prints the water bill notice and delivers the same based on the assigned zone and book.	None	1 day	Meter Reader
4. None	4. Hand over their PDA device at the end of the day for the downloading of data from PDA device to MRBCMS server.	None	1 hour	Meter Reader



5. None	5. If there are some connections not read within that scheduled day then they will perform reading.	None	1 day	Meter Reader
6. None	6. Perform meter reading and bill tending to those unbilled connection.	None	1 day	Meter Reader
7. None	7. Hand over their PDA device for the uploading of late billing data from PDA device to MRBCMS.	None	1 hour	Meter Reader
8. None	8. Post meter reading and billing to individual customer's ledger at the billing system and the collection section can already start collecting accounts as billed using the online MRBCMS.	None	1 hour	Meter Reader
9. None	9. Printing of daily billing summary reports by zone per books.	None	30 minutes	Customer Service Officer
10. None	10. Check and review the Daily billing summary and consolidated by zone for the month report. Submit to Finance Department	None	1 hour	Customer Service Officer
Total:		None	3 days and 6 hours	



16. PAYMENT PARTNERS CONSOLIDATE REPORT PROCEDURE

Process on payment partners consolidated report.

Office or Division:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Daily Collection Summary Report (4pcs., Original)			Payment Partners	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receive daily collection report.	None	10 minutes	Customer Service Officer
2. None	2. Validate the document submitted.	None	10 minutes	Customer Service Officer
3. None	3. Generate daily collection summary from MRBCMS.	None	10 minutes	Customer Service Officer
4. None	4. Review and consolidate daily collection report and daily collection summary.	None	10 minutes	Customer Service Officer
5. None	5. Submit the daily collection report and daily collection summary to Finance Department	None	5 minutes	Customer Service Officer
Total:		None	45 minutes	



17. DEMAND LETTER PROCEDURE

Process on sending of demand letters to inactive accounts.

Office or Division:	Customer Service Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Generate disconnected list from MRBCMS.	None	10 minutes	Customer Service Officer
2. None	2. Identify accounts disconnected for six (6) months and above.	None	10 minutes	Customer Service Officer
3. None	3. Prepare and deliver demand letter No. 1.	None	10 minutes	Customer Service Officer
4. None	4. Prepare summary of delivered demand letter no. 1 and remarks.	None	10 minutes	Customer Service Officer / Meter Reader
5. None	5. Monitor / check disconnected list. For non-compliant, generate and deliver demand letter no. 2.	None	10 minutes	Customer Service Officer / Meter Reader
6. None	6. Prepare summary of delivered demand letter no. 2 and remarks.	None	10 minutes	Customer Service Officer
7. None	7. Monitor / check disconnected list. For non-compliant, generate and deliver demand letter no. 3.	None	10 minutes	Customer Service Officer / Meter Reader
8. None	8. Prepare summary of delivered demand letter no. 3 and remarks.	None	10 minutes	Customer Service Officer



9. None	9. Submit accomplishment Report to Commercial Division Manager.	None	<i>10 minutes</i>	Customer Service Officer
Total:		None	1 hour and 30 minutes	



18. Bidding

Steps from scheduling of pre-procurement conference of the BAC up to the bidding process and award of contract, and maintaining of records generated from public bidding.

Office or Division:		Administrative Services Department		
Classification:		Highly Technical Transaction		
Type of Transaction:		G2B – Government to Business		
Who may avail:		All Business Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bid Documents (1pc, Original)		BAC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Schedule the Pre-Procurement Conference. During the Pre-Procurement Conference, agree on the specifications. Approved Budget for the Contact and the dates of the bidding.	None	1 day	BAC Members
2. None	2. Post invitation to Bid in the Philgeps and other conspicuous places within the locality for a minimum of seven (7) days.	None	7 days	BAC Secretariat
3. None	3. Issuance of the documents required to be submitted in response to an invitation to bid (ITB). These include the prescribed bid form, drawings, specification, time lines, charts, price breakdowns, etc.	None	15 minutes	BAC Secretariat



4. None	4. Conduct Pre-Bid Conference to clarify specifications and other requirements with the prospect bidders. For less than Php 1,000,000.00 ABC, the conduct of the Pre-Bid Conference is optional.	None	3 hours	BAC
5. None	5. Receive submitted bids based on the defined schedule of submission of bids through the bid box.	None	5 minutes	BAC
6. None	6. Received bid-envelopes are opened and examined by the advertiser (called buyer, client, customer, or owner) of an invitation-to-bid (ITB). In an open or public bidding, the bidders (and other parties) are allowed to witness the process and inspect the bids.	None	3 hours	BAC Observer Bidders
7. None	7. Conduct post-qualification.	None	3 hours	BAC
8. None	8. Prepare the Abstract of bid, BAC Resolution, Board Resolution and Notice of Award/Contract to the winning bidder.	None	3 hours	Admin Staff



9. None	9. The procuring entity shall issue the Notice to Proceed together with a copy of the approved contract and the performance bond to the successful bidder within three (3) calendar days from the date of approval of the contract by the appropriate government approving authority.	None	7 days	Admin Staff
10. None	10. Maintain all the records generated in accordance with the Records Control Procedure.	None	3 hours	Concerned Process Owners
Total:		None	16 days, 7 hours and 20 minutes	



19. Procurement (Merchandise)

Defines the procurement of product and services of BLWD.

Office or Division:	Administrative Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Purchase Request (1 pc., Original) 2. Request for Quotation (3pcs., Original) 3. Abstract (1 pc., Original) 4. BAC Resolution (1 pc., Original) 5. Purchase Order (1 pc., Original) 6. Inspection & Acceptance Report (1 pc., Original) 		Supply Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepare a purchase request (PR) using Purchase Request Form and Request for Quotation (RFQ) and submit this to the BAC.	None	20 minutes	Supply Officer
2. None	2. The Corporate Budget Officer reviews and certifies the availability of funds.	None	10 minutes	Budget Officer
3. None	3. For above Php 50,000.00 seven (7) days posting is required on the PHILGEPS (Philippine Government Electronic Procurement System) Site and on conspicuous place within the locality.	None	7 Days	BAC Secretariat



4. Send Quotations for the posted product or services to the Supply Officer.	4. Abstract of Quotation will be prepared after receiving at least three (3) Quotations for evaluation by the BAC members.	None	20 minutes	Supply Officer
5. None	5. Bac Resolution will be prepared once the Abstract of Quotation have been evaluated.	None	20 minutes	BAC Secretariat
6. None	6. Once the recommendation is approved the Purchase Order will be forwarded to the General Manager for signature.	None	10 minutes	General Manager
7. None	7. The signed Purchase Order will be forwarded to the winning supplier.	None	15 minutes	BAC Secretariat
8. The Suppliers need to deliver the product within 15-30 days to the BLWD.	8. The Supply Officer receive the products	None	30 minutes	Supply Officer
Total:		None	7 days, 2 hour and 5 minutes	



20. Procurement (Office Supplies)

Defines the procurement of product and services of BLWD.

Office or Division:	Administrative Services Department			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Quotation (1pc., Original)		Supply Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepare a Purchase Request (PR) using Purchase Request Form and Request for Quotation (RFQ).	None	10 minutes	Supply Officer
2. None	2. The Division Head request for office supplies.	None	30 minutes	Supply Officer
3. None	3. The Budget Officer and Finance Department Manager reviews and certifies the availability of funds.	None	10 minutes	Budget Officer
4. None	4. The Property/Supply Officer B canvass and procure the supplies from DBM if the supplies are available, otherwise, if supplies are not available from DBM, the PSO-B solicit quotations from at least three	None	4 hours	Purchase Officer



	(3) different suppliers.			
5. Send Quotations for the posted product or services to the Supply Officer.	5. Abstract of Quotation will be prepared after receiving at least three (3) quotations from different suppliers.	None	10 minutes	BAC Secretariat
6. The Suppliers need to deliver the product/s to the BLWD.	6. A Purchase Order is forwarded to the winning supplier.	None	30 minutes	Purchase Officer
Total:		None	5 hours and 20 minutes	



21. Issuance of Material & Office Supplies

To issue Supplies and Equipment in good condition and to its respective end-users.

Office or Division:	Administrative Services Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Head request for material/office supplies.	1. The Property/Supply Officer prepares Requisition and Issue Slip (RIS).	None	10 minutes	Supply Officer
2. None	2. Check stocks for the availability of materials/ office supplies, if stocks are depleted, prepare Purchase Requisition (PR).	None	10 minutes	Supply Officer
3. Receive the Supplies and Materials from Storekeeper.	3. Issue Office supplies and Materials to its respective end-users supported by the Requisition and Issuance Slip (RIS).	None	10 minutes	Store Keeper
4. None	4. The Property/Supply Officer prepares Inspection and Inventory Report of Material/Office Supplies to be submitted to the accounting to reconcile with the ledger.	None	10 minutes	Store Keeper
Total:		None	40 minutes	



22. Receipt of Deliveries of Inventory

Recruitment of new employees requested by the different departments.

Office or Division:	Administrative Services Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the items.	1. Receive items delivered based on Sales Invoice and Delivery Receipt.	None	1 hour	Property/Supply Officer
2. None	2. The Property/Supply Office check the received items if the delivered items conformed to the purchase order and in good condition.	None	10 minutes	Property/Supply Officer
3. None	3. Prepare the Inspection and Acceptance Report.	None	10 minutes	Property/Supply Officer
4. None	4. Records all deliveries/issuance for proper inventory.	None	10 minutes	Property/Supply Officer
Total:		None	1 hour and 20 minutes	



23. Preventive Maintenance for Moving and Non-Moving Equipment

Steps for Preventive Maintenance for Moving and Non-Moving Equipment of the Balanga Water District.

Office or Division:	Administrative Services Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Repair Request Form (1pc., Original)		Preventive Maintenance Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the equipment to the Preventive Maintenance Officer	<p>1. The Equipment Custodian will check the equipment.</p> <p>If the equipment is moving or a vehicle, check the odometer's accumulated distance. If the accumulated distance is equal or greater than the suggested distance for the equipment, proceed to the maintenance procedure.</p> <p>If the equipment is non-moving, check the scheduled maintenance date before proceeding to the maintenance procedure.</p>	None	5 minutes	Preventive Maintenance Officer



2. None	2. Use the checklist provided base on the equipment's category and/or type for the maintenance procedure.	None	30 minutes	Preventive Maintenance Officer
3. None	3. Check if there are any broken parts.	None	30 minutes	Preventive Maintenance Officer
4. None	4. If there is any broken part, create a request for the replacement of the broken part.	None	30 minutes	Preventive Maintenance Officer
5. None	5. The Preventive Maintenance Officer will ask for the quotations for the said broken part/s.	None	3 days	Preventive Maintenance Officer
6. None	6. The Preventive Maintenance Officer will create a Purchase Order/Job Order for the part/s.	None	30 minutes	Preventive Maintenance Officer
7. None	7. The Preventive Maintenance Officer/Service Center will change the said broken part/s.	None	1 day	Preventive Maintenance Officer
8. None	8. The Preventive Maintenance Officer will submit an Accomplished Reports to the Finance Department after successfully repairing the equipment.	None	30 minutes	Preventive Maintenance Officer
Total:		None	4 days, 2 hours and 35 minutes	



24. Software and Files Control

Managing IT Equipment's, software's and confidential files

Office or Division:		Administrative Services Department		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All Balanga Water District Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
.1 Present the IT Equipment to the IT Administrator	1. The IT Administration will access the custodian IT Equipment (Laptop/Desktops).	None	3 minutes	IT Administrator
2. None	2. The IT Administrator will check the software installed based on the job of the custodian. He will remove unnecessary software and add necessary ones.	None	30 minutes	IT Administrator
3. None	3. The IT Administrator will check the USB parts if secured. All USB parts will be blocked by the IT Administrator depending on the job/position of the custodian to prevent the leak of BLWD's confidential files.	None	10 minutes	IT Administrator
4. None	4. The IT Administrator will check the password of the custodian of the IT Equipment (Laptop/Desktop).	None	10 minutes	IT Administrator



	If the IT Equipment is password protected, the custodian has to fill up the IT Equipment Safekeeping form and submit to the IT Administrator. Failure to submit the IT Equipment password will result to removing of the password.			
5. None	5. The IT Administrator will fill up the Software and Files Quarterly Checklist based on the findings.	None	10 minutes	IT Administrator
6. None	6. The IT Administrator will fix the computer based on the findings.	None	30 minutes	IT Administrator
7. None	7. The IT Administrator will back up all the confidential/essential files (monthly reports, plans, etc.) from the custodian IT Equipment for safekeeping purposes.	None	1 hour	IT Administrator
Total:		None	2 hours and 33 minutes	



25. Service Records

Requesting of personal service records.

Office or Division:		Human Resource Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All Balanga Water District Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request service records to the Human Resource Personnel	1. Search the service records of the requesting employee.	None	<i>3 minutes</i>	Human Resource Personnel
2. None	2. Print and Validate the Service Record of the employee	None	<i>10 minutes</i>	Human Resource Personnel
3. None	3. Approve and Release the Service Record of the employee	None	<i>3 minutes</i>	Human Resource Division Manager
Total:		None	16 minutes	



26. Leave Credits Monetization

Requesting for the monetization of leave credits

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form (1pc., Original)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Leave Form to the Human Resource Personnel	1. Check the Leave Credits Balance of the requesting employee. If the employee is requesting to monetize the Sick Leave Credits, check if the reason is valid.	None	10 minutes	Human Resource Personnel
2. None	2. Validate and approve the Leave Form.	None	10 minutes	Human Resource Division Manager & General Manager
3. None	3. Submit the Leave Form to the Accounting Department for the Releasing of the monetized credits.	None	3 minutes	Human Resource Personnel
Total:		None	23 minutes	



27. Terminal Leave

Requesting Terminal Leave for Retired Employees

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Retired Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form (1pc., Original)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Leave Form to the Human Resource Personnel	1. Check the Leave Credits Balance of the requesting employee.	None	10 minutes	Human Resource Personnel
2. None	2. Validate and approve the Leave Form.	None	10 minutes	Human Resource Division Manager & General Manager
3. None	3. Submit the Leave Form to the Accounting Department for the Releasing of the Terminal Leave.	None	3 minutes	Human Resource Personnel
Total:		None	23 minutes	



28. Certificate of Employment

Requesting for the Certificate of Employment

Office or Division:	Human Resource Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certificate of Employment to the Human Resource Personnel	1. Search the record of the requesting employee.	None	10 minutes	Human Resource Personnel
2. None	2. Generate Certificate of Employment of the requesting employee.	None	5 minutes	Human Resource Personnel
3. None	3. Validate, approve and release the Certificate of Employment	None	5 minutes	Human Resource Division Manager
Total:		None	20 minutes	



29. Recruitment

Recruitment of new employees requested by the different departments.

Office or Division:	Human Resource Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Department and Division Heads of Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Manpower Requisition Form (1pc., Original)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Opening of Position using Manpower Requisition Form.	1. Approval of the request for Opening of Position	None	30 minutes	General Manager
2. None	2. Publication of Vacant Position (10 days).	None	10 days	Human Resource Personnel
3. None	3. Assessment of applicants application.	None	1 Day	Personnel Selection Board
4. None	4. Endorsement to concern Department Manager the shortlist of qualified applicants.	None	1 Day	Personnel Selection Board
5. None	5. Notification to qualified applicants the schedule of PSB, written and actual examination.	None	30 minutes	Human Resource Personnel
6. None	6. Applicant Examination.	None	1 Day	Human Resource Personnel
7. None	7. Screening and Evaluation by PSB.	None	1 Day	Personnel Selection Board
8. None	8. Ranking of Applicants.	None	1 hour	Personnel Selection Board



9. None	9. Determination of hired applicant by General Manager. Chosen applicant/s shall be notified with the results.	None	1 hour	General Manager
10. None	10. Submission of pre-employment documentary requirement.	None	1 hour	Human Resource Personnel
11. None	11. Appointment preparations.	None	1 hour	Human Resource Personnel
12. None	12. Induction Program by HR.	None	1 hour	Human Resource Personnel
Total:		None	14 days and 6 hours	



30. Promotion

Promotion of employees requested by the different departments.

Office or Division:		Human Resource Division		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All Balanga Water District Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Human Resource Division publishes and posts vacant positions in three (3) conspicuous places.	None	1 day	Human Resource Division
2. None	2. All department/divisions manager are informed of the vacant position for promotion.	None	1 day	Human Resource Division
3. Applicants file their application.	3. Receive the Application	None	1 day	Human Resource Division
4. None	4. PSB evaluates the qualifications of the candidates being considered for promotion in accordance with Merit Selection Plan (MSP) and Qualification Standard (QS) set by BLWD and according to job requirements.	None	1 day	Personnel Selection Board
5. None	5. If no, notify applicant not qualified for the position. If yes, continue to Personnel Selection Board	None	1 day	Personnel Selection Board



	(PSB) Criteria.			
6. None	6. The department/ division heads will be consulted for promotion of employee/s under their supervision and see to it that the employee/s chosen is/are best qualified amongst all candidates.	None	1 day	Personnel Selection Board
7. None	7. Issue signed Appointment in accordance with the provisions of the District's Merit Selection Plan.	None	1 day	General Manager and Human Resource Division
Total:		None	7 days	



31. Reclassification/Re-categorization of Position

Reclassification/Re-categorization of employees requested by the different departments.

Office or Division:	Human Resource Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Propose Reclassification/ Re-categorization position will be presented to Board of Directors (BOD).	1. Review the proposed Reclassification/ Re-categorization position.	None	4 hours	Personnel Selection Board / Department & Division Managers
2. None	2. Approval of the Board of Directors (BOD).	None	4 hours	Board of Directors
3. None	3. If approved, prepare board resolution.	None	4 hours	Board of Directors
4. None	4. Submit the following to Department of Budget and Management (DBM): a. Proposed Organizational Structure Staffing Program; b. Computation of the Annual PS Cost of the proposed position; c. Board Resolution (BR); d. Existing and Proposed Organizational Chart; e. Availability of Funds and Bank	None	7 days	Human Resource Division and Finance Department



	Certificate; f. Latest Financial Statement; g. Position Description Form and Latest post.			
5. None	5. Approval by the Department of Budget and Management (DBM).	None	14 days	Human Resource Division
6. None	6. If approved, prepare board resolution for the effectivity of reclassification/ re-categorization.	None	4 hours	Board of Directors
7. None	7. Prepare the following for the Reclassification/ Re-categorization positions: a. RAI — Report on Appointments issued; b. Appointment (CSC Form no, 33-B Revised 2018); c. Personal Data Sheet (PDS); d. Original Copy of Authenticated Certificate of Eligibility/ Rating; e. Position Description Form (PDF); f. Oath of Office; g. Certificate of Assumption of Duty; h. Performance Rating- last rating period at least Very Satisfactory (VS).	None	7 days	Human Resource Division
Total:		None	30 days	



32. Training

Request Training for employees by the different departments.

Office or Division:	Human Resource Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All Department/Division Heads of Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Level 1 Reaction "SMILEY" Evaluation Form. (1pc., Original)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Budget	1. Check Budget Utilization.	None	15 minutes	Finance Department
2. None	2. Identify — Invitational trainings (CSC and LWUA) conventions / conference.	None	15 minutes	Human Resource Division
3. Recommend employees.	3. Recommendation from Personnel Development Committee.	None	1 hour	Personnel Development Committee
4. None	4. Prepare office order for the purpose.	None	5 minutes	Human Resource Division Manager
5. None	5. Prepare voucher by the Finance Department.	None	10 minutes	Budget Officer
6. Attend the seminar/training	6. Pay the training or seminar fee.	None	1 day	Finance Services Department
7. Answer the Level 1 Reaction "SMILEY" Evaluation.	7. Received Level 1 Reaction "SMILEY" Evaluation.	None	5 minutes	Human Resource Division Manager



8. Echoing of seminars attended in flag ceremony.	8. Schedule the echoing of seminars	None	10 minutes	Human Resource Division Manager
9. Submit the Copy of Certificate to be included in the Personal Data Sheet (PDS).	9. Receive the copy of Certificate to be included in the Personal Data Sheet (PDS).	None	10 minutes	Human Resource Division Manager
Total:		None	1 day, 2 hours and 10 minutes	



33. Payment of goods to suppliers below P50,000

Filing of payment for goods to suppliers below P50,000.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Suppliers of Goods below P50,000 of Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sales Invoice (1pc., Original)				Supplier
2. Delivery Receipt (1pc., Original)				Supplier
3. Inspection & Acceptance Report (1pc., Original)				Senior Supply Officer
4. Purchase Order (1pc., Original)				Senior Supply Officer
5. BAC Resolution (P10,000 above) (1pc., Original)				Bid and Awards Committee
6. Abstract of Quotations (1pc., Original)				Bid and Awards Committee
7. Quotations from 3 Suppliers (1pc. per supplier, Original)				Senior Supply Officer
8. Purchase Request (1pc., Original)				Senior Supply Officer
9. Driver's Trip Ticket for payment of Gasoline (1pc. per driver, Original)				BLWD - Administrative Services Division
10. Inventory Custodian Slip for tools & equipment below P15k (1pc., Original)				Senior Supply Officer
11. Acknowledgement Receipt for Equip. (ARE) for equip. above P15k (1pc., Original)				Senior Supply Officer
12. Warranty (if available) (1pc., Original)				Supplier
13. Official Receipt (1pc., Original)				Supplier
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor



3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	3 minutes	Finance Department Manager
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	5 minutes	Supervising Cashier
7. None	7. Countersigns the check.	None	3 minutes	General Manager
8. Claims the check to the Supervising Cashier and issue official receipt.	8. Releases the check to supplier.	None	3 minutes	Supervising Cashier
Total:		None	40 minutes	



34. Payment of goods to suppliers Above P50,000

Filing of payment for goods to suppliers above P50,000.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Suppliers of Goods above P50,000 of Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sales Invoice (1pc., Original)		Supplier		
2. Delivery Receipt (1pc., Original)		Supplier		
3. Inspection & Acceptance Report (1pc., Original)		Senior Supply Officer		
4. Purchase Order (1pc., Original)		Senior Supply Officer		
5. BAC Resolution (1pc., Original)		Bid and Awards Committee		
6. Abstract of Quotations (1pc., Original)		Bid and Awards Committee		
7. Quotations from 3 Suppliers (1pc. per supplier, Original)		Senior Supply Officer		
8. Purchase Request (1pc., Original)		Senior Supply Officer		
9. Philgeps posting (1pc., Original)		Bid and Awards Committee		
10. Acknowledgement Receipt for Equip. (ARE) for equipment (1pc., Original)		Senior Supply Officer		
11. Notice of Award (1pc., Original)		Bid and Awards Committee		
12. Warranty (if available) (1pc., Original)		Supplier		
13. Official Receipt (1pc., Original)		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor



3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	<i>10 minutes</i>	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	<i>3 minutes</i>	Finance Department Manager
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
7. None	7. Countersigns the check.	None	<i>3 minutes</i>	General Manager
8. Claims the check to the Supervising Cashier and issue official receipt.	8. Releases the check to supplier.	None	<i>3 minutes</i>	Supervising Cashier
Total:		None	<i>40 minutes</i>	



35. Payment of services below P50,000 to suppliers

Filing of payment for services below P50,000 to suppliers.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Suppliers of Services below P50,000 of Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement (1pc., Original)		Supplier		
2. Job Order (1pc., Original)		BLWD - Administrative Division		
3. Accomplishment Report (1pc., Original)		BLWD - Administrative Division		
4. BAC Resolution (P10,000 above) (1pc., Original)		Bid and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting	None	3 minutes	Finance Department Manager



	documents and the forwards it to the General Manager.			
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
7. None	7. Countersigns the check.	None	<i>3 minutes</i>	General Manager
8. Claims the check to the Supervising Cashier and issue official receipt.	8. Releases the check to supplier.	None	<i>3 minutes</i>	Supervising Cashier
Total:		None	40 minutes	



36. Payment of services Above P50,000 to suppliers

Filing of payment for services above P50,000 to suppliers.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Suppliers of Services above P50,000 of Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Award (1pc., Photocopy)		Bid and Awards Committee		
2. Notice to Proceed (1pc., Photocopy)		Bid and Awards Committee		
3. BAC Resolution (1pc., Photocopy)		Bid and Awards Committee		
4. Board Resolution (1pc., Photocopy)		Public Relations Assistant		
5. Pakyaw Contract (1pc., Photocopy)		Supplier		
6. Abstract of Quotation (1pc., Photocopy)		Senior Supply Officer		
7. Quotations (1pc. per bidder, Photocopy)		Senior Supply Officer		
8. Surety Bond (1pc., Photocopy)		Supplier		
9. Accomplishment Report (1pc., Original)		Concerned Division Manager		
10. Request for payment (1pc., Original)		Supplier		
11. Philgeps posting (1pc., Original)		Bid and Awards Committee		
12. Official Receipt (1pc., Original)		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor



3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	3 minutes	Finance Department Manager
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	5 minutes	Supervising Cashier
7. None	7. Countersigns the check.	None	3 minutes	General Manager
8. Claims the check to the Supervising Cashier and issue official receipt.	8. Releases the check to supplier.	None	3 minutes	Supervising Cashier
Total:		None	40 minutes	



37. Payment of bonuses & other benefits & refund of loans of regular and casual employees thru ATM

Filing of bonuses & other benefits & refund of loans of regular and casual employees thru ATM.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All regular & casual employees of BLWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Board Resolution (for payment of bonuses & other benefits) (1pc., Photocopy)		Public Relations Assistant		
2. Administrative Order or DBM Circular (for bonuses & benefits) (1pc., Photocopy)		Financial Planning Specialist A		
3. Advice to Debit Agency Bank Account (3pcs., Original)		Financial Planning Specialist A		
4. Payroll Register (4pcs., Original)		Financial Planning Specialist A		
5. Daily Time Record (for payment of RATA & Overtime) (1pc., Original)		BLWD - Administrative Division		
6. List of employees receiving the bonuses & other benefits & refund of loans (2pcs., Original)		Financial Planning Specialist A		
7. Application for Leave (for monetization of leave benefits) (1pc., Photocopy)		Human Resource Division		
8. Authority to Render Overtime (for payment of OT) (1pc., Original)		Concerned Department		
9. Leave Credits Monetization Form (for monetization of sick leave) (1pc., Photocopy)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares List of employees receiving bonuses/other benefits/refund of loans.	None	15 minutes	Financial Planning Specialist A
2. None	2. Prepares Payroll Register	None	30 minutes	Corporate Budget Examiner
3. None	3. Prepares Advice to Debit Agency Bank Account and save payroll register in a CD.	None	5 minutes	Financial Planning Specialist A



4. None	4. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to Admin. & Human Resource Dept. Manager	None	10 minutes	Senior Accounting Processor A
5. None	5. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Administrative & Human Resource Dept. Manager
6. None	6. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
7. None	7. Certifies and signs the correctness of DV and supporting documents and the forwards it to the Supervising Cashier.	None	3 minutes	Finance Department Manager
8. None	8. Signs the Advice to Debit Agency Bank Account and then forward all documents to the General Manager	None	5 minutes	Supervising Cashier
9. None	9. Approves the DV and supporting documents.	None	4 minutes	General Manager
10. None	10. Submit the CD, Payroll Register and Advice to Debit Agency Bank Account to Landbank.	None	15 minutes	Supervising Cashier
Total:		None	1 hour and 40 minutes	



38. Payment of payroll of regular and casual employees thru ATM

Preparing payment of payroll of regular and casual employees thru ATM.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All regular & casual employees of BLWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Payroll (2pcs., Original)		Financial Planning Specialist A		
2. Advice to Debit Agency Bank Account (3pcs., Original)		Financial Planning Specialist A		
3. Payroll Register (4pcs., Original)		Financial Planning Specialist A		
4. List of Employees with leave without pay (1pc., Original)		Human Resource Division		
5. Notice of change of data, salary and allowances (1pc., Original)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares General Payroll.	None	1 hour	Financial Planning Specialist A
2. None	2. Prepares Payroll Register	None	30 minutes	Corporate Budget Examiner
3. None	3. Prepares Advice to Debit Agency Bank Account and save payroll register in a CD.	None	5 minutes	Financial Planning Specialist A
4. None	4. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to Admin. & Human Resource Dept. Manager	None	10 minutes	Senior Accounting Processor A
5. None	5. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct	None	3 minutes	Administrative & Human Resource Dept. Manager



	supervision and signs the BUS.			
6. None	6. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	<i>10 minutes</i>	OIC Cash Management Division Manager
7. None	7. Certifies and signs the correctness of DV and supporting documents and the forwards it to the Supervising Cashier.	None	<i>3 minutes</i>	Finance Department Manager
8. None	8. Signs the Advice to Debit Agency Bank Account and then forward all documents to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
9. None	9. Approves the DV and supporting documents.	None	<i>4 minutes</i>	General Manager
10. None	10. Submit the CD, Payroll Register and Advice to Debit Agency Bank Account to Landbank.	None	<i>15 minutes</i>	Supervising Cashier
Total:		None	2 hours and 25 minutes	



39. Payment of job order employees

Preparing payment of job order employees.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All job order employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (1pc., Original)		BLWD - Administrative Division		
2. Job Order (1pc., Original)		BLWD - Administrative Division		
3. Accomplishment Report (1pc., Original)		BLWD - Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	3 minutes	Finance Department Manager



5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
7. None	7. Countersigns the check.	None	<i>3 minutes</i>	General Manager
8. None	8. Encashed the check to bank.	None	<i>30 minutes</i>	Supervising Cashier
9. None	9. Releases the cash to job order employees.	None	<i>20 minutes</i>	Supervising Cashier
Total:		None	<i>1 hour and 27 minutes</i>	



40. Payment of refund of water bill/materials above P1,000 to concessionaires

Filing of payment of refund of water bill / materials above P1,000 to concessionaires.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Concessionaires of Balanga Water District with refund of water bill/materials above P1,000			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Collection Adjustment (applicable for water bill) (1pc., Original)		Utilities Customer Service Assistant		
2. Return Slip (applicable for materials) (1pc., Original)		BLWD - Administrative Division		
3. Official Receipt (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allocation necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
3. None	3. Certifies the BUS and forwards it to Finance Dept. Manager	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the	None	3 minutes	Finance Department Manager



	forwards it to the General Manager.			
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
7. None	7. Countersigns the check.	None	<i>3 minutes</i>	General Manager
8. Claims the check to the Supervising Cashier and issue official receipt.	8. Releases the check to supplier.	None	<i>3 minutes</i>	Supervising Cashier
Total:		None	40 minutes	



41. Payment of refund of water bill/materials below P1,000 to concessionaires

Filing of payment of refund of water bill / materials below P1,000 to concessionaires.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Concessionaires of Balanga Water District with refund of water bill/materials below P1,000			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Collection Adjustment (applicable for water bill) (1pc., Original)		Utilities Customer Service Assistant		
2. Return Slip (applicable for materials) (1pc., Original)		BLWD - Administrative Division		
3. Official Receipt (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Petty Cash Fund Voucher	None	5 minutes	Corporate Budget Examiner
2. None	2. Review and approves the Petty Cash Fund Voucher.	None	3 minutes	Commercial Department Manager
3. Claims the refund to the Corporate Budget Examiner.	3. Releases the cash to concessionaire.	None	3 minutes	Corporate Budget Examiner
Total:		None	11 minutes	



42. Reimbursement of expenses of officers and employees below P1,000

Filing of Reimbursement of expenses of officers and employees below P1,000

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All officers and employees with reimbursement below P1,000			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts to be reimbursed (1pc., Original)		Officers/Employees of BLWD		
2. Travel Order (for official business travel) (1pc., Original)		BLWD - Administrative Division		
3. Attendance Sheet (for department & board meetings) (1pc., Original)		Concerned Department		
4. Purchase Request (for payment of materials) (1pc., Original)		BLWD - Administrative Division		
5. Job Order (for payment of services) (1pc., Original)		BLWD - Administrative Division		
6. Accomplishment Report (for payment of services) (1pc., Original)		BLWD - Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Petty Cash Fund Voucher	None	5 minutes	Corporate Budget Examiner
2. None	2. Review and approves the Petty Cash Fund Voucher.	None	3 minutes	Concerned Department Manager
3. Claims the refund to the Corporate Budget Examiner	3. Releases the cash to officers / employees.	None	3 minutes	Corporate Budget Examiner
Total:		None	11 minutes	



43. Reimbursement of expenses of officers and employees above P1,000

Filing of Reimbursement of expenses of officers and employees above P1,000.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All officers and employees of BLWD with reimbursement above P1,000			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts to be reimbursed (1pc., Original)		Officers/Employees		
2. Travel Order (for official business travel) (1pc., Original)		BLWD - Administrative Division		
3. Attendance Sheet (for department & board meetings) (1pc., Original)		Concerned Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager



4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	<i>3 minutes</i>	Finance Department Manager
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
7. None	7. Countersigns the check.	None	<i>3 minutes</i>	General Manager
8. Claims the check to the Supervising Cashier and issue official receipt.	8. Releases the check to supplier.	None	<i>3 minutes</i>	Supervising Cashier
Total:		None	40 minutes	



44. Payment of Cash Advance to Bonded Officials & Employees

Filing of Cash Advance to Bonded Officials & Employees.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Bonded officers and employees of BLWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Estimate Expense Form (1pc., Original)		BLWD - Administrative Division		
2. Confirmation Letter of List of Bonded Officials (1pc., Photocopy)		BLWD - Administrative Division		
3. Proposed Program (GAD Related Activities) (1pc., Original)		BLWD - Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	3 minutes	Finance Department Manager



5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	5 minutes	Supervising Cashier
7. None	7. Countersigns the check.	None	3 minutes	General Manager
8. Claims the check to the Supervising Cashier.	8. Releases the check to bonded officials.	None	3 minutes	Supervising Cashier
Total:		None	40 minutes	



45. Payment of BODs' Per Diem & Miscellaneous Expenses

Filing of Payment of BODs' Per Diem & Miscellaneous Expenses.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All BLWD Board of Directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Schedule of BODs Per Diem (2pcs., Original)		Public Relations Assistant		
2. Attendance Sheet of Board of Director's Meeting (1pc., Photocopy)		Public Relations Assistant		
3. Official Receipts of Expenses to be reimbursed (for BODs' misc. exp.) (1pc., Original)		Board of Directors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	3 minutes	Finance Department Manager



5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	5 minutes	Supervising Cashier
7. None	7. Countersigns the check.	None	3 minutes	General Manager
8. None	8. Encashed the check to bank.	None	30 minutes	Supervising Cashier
9. None	9. Prepares the payroll of BODs.	None	15 minutes	Supervising Cashier
10. None	10. Releases the payroll envelope to BODs.	None	5 minutes	Supervising Cashier
Total:		None	1 hour and 27 minutes	



46. Replenishment of Petty Cash Fund

Filing of Replenishment of Petty Cash Fund.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All BLWD Board of Directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Summary of Petty Cash Fund Voucher (1pc., Original)		Petty Cash Fund Custodian		
2. Petty Cash Fund Voucher (1pc., Original)		Petty Cash Fund Custodian		
3. Official Receipts reimbursed (1pc., Original)		Concerned BLWD Employees		
4. Purchased Request (for materials/supplies purchased) (1pc., Original)		BLWD - Administrative Division		
5. Job Order (for services availed) (1pc., Original)		BLWD - Administrative Division		
6. Accomplishment Report (for services availed) (1pc., Original)		BLWD - Administrative Division		
7. Travel Order (for expenses incurred on official business) (1pc., Original)		BLWD - Administrative Division		
8. Attendance Sheet (for department & board meetings) (1pc., Original – Department Meetings) (1pc., Photocopy – Board Meetings)		Concerned BLWD Department		
9. Collection Adjustment (for refund of water bill) (1pc., Original)		Utilities Customer Service Assistant		
10. Return Slip (for refund of materials) (1pc., Original)		BLWD - Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepare Summary of Petty Cash Fund Voucher.	None	15 minutes	Petty Cash Fund Custodian
2. None	2. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A



3. None	3. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	<i>3 minutes</i>	Supervisor
4. None	4. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	<i>10 minutes</i>	OIC Cash Management Division Manager
5. None	5. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	<i>3 minutes</i>	Finance Department Manager
6. None	6. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	General Manager
7. None	7. Prepares and signs the checks and then forward it to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
8. None	8. Countersigns the check.	None	<i>3 minutes</i>	General Manager
9. None	9. Encashed the check to bank.	None	<i>30 minutes</i>	Petty Cash Fund Custodian
Total:		None	1 hour and 22 minutes	



47. Payment of Long-term Loans

Filing of payment for long-term loans.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	BLWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Amortization Schedule (1pc., Photocopy)		Senior Accounting Processor A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
3. None	3. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it to Finance Dept. Manager.	None	10 minutes	OIC Cash Management Division Manager
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	3 minutes	Finance Department Manager
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	General Manager
6. None	6. Prepares and signs the checks and then forward it to the General Manager	None	5 minutes	Supervising Cashier



7. None	7. Countersigns the check.	None	<i>3 minutes</i>	General Manager
8. None	8. Deposit Check to Landbank account of LWUA (for Lwua Loan); Release check to DBP (for DBP Loan).	None	<i>5 minutes</i>	Supervising Cashier
Total:		None	42 minutes	



48. Online payment of remittances on Pag-ibig and Philhealth

Filing of online payment for remittances on Pag-ibig and Philhealth.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Schedule of Pag-ibig & Philhealth Remittances (2pcs., Original)		Senior Accounting Processor A		
2. Authority to Debit/Credit Form (2pcs., 1 Original & 1 Photocopy)		Supervising Cashier		
3. System generated remittances report (2pcs., Original)		Senior Accounting Processor A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares Schedule of Pag-ibig /Philhealth Remittances and system generated remittances reports.	None	1 hour	Senior Accounting Processor A
2. None	2. Checks the Schedule of Pag-ibig/Philhealth Remittances.	None	30 minutes	Financial Planning Specialist A
3. None	3. Accepts complete attachments and prepare the Disbursement Voucher & Journal Voucher	None	10 minutes	Senior Accounting Processor A
4. None	4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the Supervising Cashier.	None	3 minutes	Finance Department Manager
5. None	5. Prepares and signs Authority to Debit/Credit Form.	None	3 minutes	Supervising Cashier
6. None	6. Approves the DV and supporting documents.	None	4 minutes	General Manager
7. None	7. Submit Authority to Debit/Credit Form to DBP	None	15 minutes	Supervising Cashier



8. None	8. Update data in EGOV System	None	<i>15 minutes</i>	Senior Accounting Processor A
9. None	9. Upload remittances to DBP Egov Beta website.	None	<i>15 minutes</i>	Senior Accounting Processor A
Total:		None	2 hours and 35 minutes	



49. Online payment of remittances on BIR

Filing of online payment for remittances on BIR.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Schedule of BIR Remittances		Senior Accounting Processor A		
2. BIR Form 1601C, 1600, 1601EQ, 2551Q		Senior Accounting Processor A		
3. EFPS Payment Form		Senior Accounting Processor A		
4. BIR Confirmation Receipt		Senior Accounting Processor A		
5. System generated remittances report		Senior Accounting Processor A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares Schedule of BIR Remittances and system generated remittances reports.	None	1 hour	Senior Accounting Processor A
2. None	2. Checks the Schedule of BIR Remittances.	None	30 minutes	Financial Planning Specialist A
3. None	3. Upload online report to BIR Website (EFPS).	None	30 minutes	Senior Accounting Processor A
4. None	4. Prepares Disbursement Voucher & Journal Voucher	None	10 minutes	Senior Accounting Processor A
5. None	5. Certifies and signs the correctness of DV and supporting documents.	None	3 minutes	Finance Department Manager
6. None	6. Approves the DV and supporting documents.	None	4 minutes	General Manager
Total:		None	2 hours and 17 minutes	



50. Payment of other Government Remittances

Filing of payment for other Government Remittances.

Office or Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Schedule of Government Remittances (3pcs., Original)		Senior Accounting Processor A		
2. Statement of Payroll Deduction (for Pag-ibig Housing Loan Amortization) (3pcs., Original)		Senior Accounting Processor A		
3. System generated remittances report (for GSIS) (2 pcs., Original)		Senior Accounting Processor A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Prepares Schedule of Government Remittances and system generated remittances reports.	None	1 hour	Senior Accounting Processor A
2. None	2. Checks the Schedule of Government Remittances.	None	30 minutes	Financial Planning Specialist A
3. None	3. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Senior Accounting Processor A
4. None	4. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Supervisor
5. None	5. Checks items in the Budget Utilization Slip if included in the Budget.	None	10 minutes	OIC Cash Management Division Manager



	Certifies the BUS and forwards it to Finance Dept. Manager.			
6. None	6. Certifies and signs the correctness of DV and supporting documents and the forwards it to the General Manager.	None	<i>3 minutes</i>	Finance Department Manager
7. None	7. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	General Manager
8. None	8. Prepares and signs the checks and then forward it to the General Manager	None	<i>5 minutes</i>	Supervising Cashier
9. None	9. Countersigns the check.	None	<i>3 minutes</i>	General Manager
10. None	10. Forwards the check and DV to Liaison Officer for payment to Govt. Offices	None	<i>3 minutes</i>	Supervising Cashier
Total:		None	2 hours and 10 minutes	



51. BACTE-TESTING

A method of analyzing water to estimate the numbers of bacteria present and to find out what sort of bacteria they are to confirm that water is safe for human consumption.

Office or Division:		Water Resources Division		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		GM / Division Head – Engineering, DOH, LWUA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Water resources team take water sample at every deepwell source, labels the bottles of water samples with sample source, date and time of sampling.	None	2 days (16 samples)	Water Utilities Management / Development Officer B
2. None	2. Submit water samples to laboratory representative of DOH for testing of water samples.	PHP6,400.00 (400.00 x 16 samples)	4 hours	Water Utilities Management / Development Officer B
3. None	3. Receives the result of Bacte Test of water samples within 15 days after the submission of water samples to DOH.	None	4 hours	Water Utilities Management / Development Officer B
4. None	4. Submit the result of Bacte test of water sample to LWUA.	None	2 days	Water Resources Division / Division manager B
5. None	5. Files the result of Bacte test of water samples for monitoring of water quality of water sources	None	2 hours	Water Resources Division / Division manager B
Total:		PHP6,400.00	4 days and 10 hours	



52. RESIDUAL CHLORINE

Analysis of the residual chlorine in drinking water.

Office or Division:		Water Resources Division		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		GM / Division Head – Engineering, LWUA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Fill a tube to the first (5ml) line with sample	None	3 minutes	Water Utilities Management / Development Officer B
2. None	2. Insert the tube into the left opening of the comparator.	None	3 minutes	Water Utilities Management / Development Officer B
3. None	3. Fill another tube to the first (5ml) line with the sample	None	3 minutes	Water Utilities Management / Development Officer B
4. None	4. Add one DPD Free Chlorine reagent Powder Pillow to the second tube, Swirl to mix.	None	5 minutes	Water Utilities Management / Development Officer B
5. None	5. Insert the second tube into the right opening of the comparator.	None	3 minutes	Water Utilities Management / Development Officer B
6. None	6. Hold the comparator so that daylight or a fluorescent light source is directly behind the tubes. Rotate the color disc until the colors in the	None	3 minutes	Water Utilities Management / Development Officer B



	front windows match. The best match might occur between two color segments.			
7. None	7. Read the result in mg/L in the scale window. If the best match occurs between two color segments, determine the value halfway between the two printed numbers.	None	<i>3 minutes</i>	Water Utilities Management / Development Officer B
8. None	8. Record daily results in the log book.	None	<i>3 minutes</i>	Water Utilities Management / Development Officer B
9. None	9. Submits the result of Monthly Chlorine Residual report of water samples to LWUA.	None	<i>2 days</i>	Water Resources Division / Division Manager B
10. None	10. Files the result for monitoring the Chlorine Residual.	None	<i>2 hours</i>	Water Resources Division / Division Manager B
Total:		None	<i>2 days, 2 hours and 26 minutes</i>	



53. PHYSICAL / CHEMICAL TEST PROCEDURE

Physical Test – indicate properties detectable by the senses, color, turbidity, total solids, dissolved solids, suspended solids, odor and taste are recorded.

Chemical Test – determine the amounts of mineral and organic substances that affect water quality. pH, hardness, presence of a selected group of chemical parameters, biocides, highly toxic chemicals, and B.O.D. are estimated.

Office or Division:		Water Resources Division		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		GM / Division Head – Engineering, DOH, LWUA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Water resources team take water sample at every deepwell source, labels the bottles of water samples with sample source, date and time of sampling.	None	2 days (40 samples)	Water Utilities Management / Development Officer B
2. None	2. Submit water samples to laboratory representative of DOH for testing of water samples.	PHP 92,000.00 (2,300x40 samples)	1 day	Water Utilities Management / Development Officer B
3. None	3. Receives the result of Physical / Chemical Test of water samples 1 month after the submission of samples.	None	1 day	Water Utilities Management / Development Officer B
4. None	4. Submit the results of Annual Physical / Chemical Test of water samples to LWUA.	None	2 days	Water Resources Division / Division Manager
5. None	5. Files the result of Annual Physical / Chemical Test of water samples for monitoring of water quality of water sources.	None	2 hours	Water Resources Division / Division Manager
Total:		PHP 92,000.00	6 days and 2 hours	



54. WATER QUALITY

Process of water quality monitoring.

Office or Division:		Water Resources Division		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		GM / Division Head – Engineering, DOH, LWUA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. A pump operator operates the pumping station	None	<i>daily</i>	Pump Operator
2. None	2. Samples are taken for all well sources for annual physical / chemical test.	None	<i>2 days (40 samples)</i>	DOH Accredited Laboratory
3. None	3. The water is disinfected before distribution.	None	<i>daily</i>	Water Resources Personnel
4. None	4. Monthly bacte-test is conducted in the distribution area.	None	<i>2 days (16 samples)</i>	DOH Laboratory
5. None	5. Daily residual chlorine is monitored in the extremities of the distribution area.	None	<i>2 hours (5 samples / day)</i>	Water Resources Personnel
Total:		None	Pump Operation and Water Disinfection – Daily Water Test and Residual Chlorine Monitoring – 4 days and 2 hours	



55. PRODUCTION OF WATER

Process of producing good quality of water for the consumers in economic manners and increase level of water supply for customer satisfaction.

Office or Division:		Water Resources Division		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		GM / Division Head – Engineering, BLWD Concessionaire		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. The Water Resources Division Manager evaluates capacities of the well sources.	None	1 day	Water Resources Division Manager
2. None	2. The pump operator oversees the daily operation of the pumping equipment.	None	daily	Pump Operator
3. None	3. The pump operator ensure disinfection of the supplied water.	None	daily	Pump Operator
4. None	4. The Water Resources Division Manager / Water Utilities Management Development Officer B oversees the monitoring of the supplied water i.e. adequacy of the water pressure and ideal non-revenue water.	None	1 day	Water Resources Division Manager/ Water Utilities Management / Development Officer B
Total:		None	Pump Operation and Water Disinfection – Daily	



		Evaluation of Capacities of well sources and Monitoring of supplied Water – 2 days	
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56. ACCOMPLISHING MAINTENANCE ORDER FOR NO WATER

Process of providing services to restore water supply to the concessionaires with no water.

Office or Division:	Water Resources Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	Water Resources Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order (1pc, Original)		Customer Service Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Maintenance Order.	1. The Customer Service Officer forward the Maintenance Order to the Water Resources Division Head.	None	5 minutes	Customer Service Officer
2. None	2. The Water Resources Division Head will give the Maintenance Order to the Water Resources personnel to accomplish it within 24 hours upon receipt of the maintenance order.	None	5 minutes	Water Resources Division Head Water Utilities Management / Development Officer B
3. None	3. Water Resources Personnel goes to the site to inspect the area and perform certain actions to restore the water supply. Then, go back to the office to report and pass the accomplished maintenance order to the Water Resources Division Head.	None	1 day	Water Utilities Management / Development Officer B
4. None	4. The Water Resources Division Head received the accomplished	None	5 minutes	Water Resources Division Head



	maintenance Order from the Water Resources Personnel and then log it to the computer.			Water Utilities Management / Development Officer B
	Total:	None	<i>1 day and 15 minutes</i>	



57. ACCOMPLISHING MAINTENANCE ORDER FOR LOW PRESSURE

Process of providing services to restore adequate pressure to the supplied water to the concessionaires.

Office or Division:	Water Resources Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Water Resources Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Maintenance Order (1pc, Original)		Customer Service Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Maintenance Order.	1. The Customer Service Officer forward the Maintenance Order to the Water Resources Division Head.	None	5 minutes	Customer Service Officer
2. None	2. The Water Resources Division Head will give the Maintenance Order to the Water Resources personnel to accomplish it within 2 days upon receipt of the maintenance order.	None	5 minutes	Water Resources Division Head Water Utilities Management / Development Officer B
3. None	3. Water Resources Personnel goes to the site to inspect the area and perform certain actions to restore adequate pressure to the supplied water. Then, go back to the office to report and pass the accomplished maintenance order to the Water Resources Division Head.	None	2 days	Water Utilities Management / Development Officer B
4. None	4. The Water Resources Division Head received the	None	5 minutes	Water Resources Division Head



	accomplished maintenance Order from the Water Resources Personnel and then log it to the computer.			Water Utilities Management / Development Officer B
	Total:	None	<i>2 days and 15 minutes</i>	



58. ACCOMPLISHING MAINTENANCE ORDER FOR DIRTY WATER

Process of providing services to restore clean and potable water.

Office or Division:	Water Resources Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	Water Resources Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Maintenance Order (1pc, Original)		Customer Service Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Maintenance Order.	1. The Customer Service Officer forward the Maintenance Order to the Water Resources Division Head.	None	5 minutes	Customer Service Officer
2. None	2. The Water Resources Division Head will give the Maintenance Order to the Water Resources personnel to accomplish it within 2 days upon receipt of the maintenance order.	None	5 minutes	Water Resources Division Head Water Utilities Management / Development Officer B
3. None	3. Water Resources Personnel goes to the site to inspect the area and conduct flushing to restore clean and potable water. Then, go back to the office to report and pass the accomplished maintenance order to the Water Resources Division Head.	None	2 days	Water Utilities Management / Development Officer B
4. None	4. The Water Resources Division Head received the accomplished maintenance Order from the Water	None	5 minutes	Water Resources Division Head Water Utilities Management /



	Resources Personnel and then log it to the computer.			Development Officer B
	Total:	None	<i>2 days and 15 minutes</i>	



59. Design and Development

Establishing Design and Development of various expansion and rehabilitation projects.

Office or Division:	Construction and Maintenance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2B – Government to Business			
Who may avail:	All bidder and contractor of Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Feasibility Study (1pc, Original)	GM / Engineering Department			
2. Proposed Program of Work (1pc, Original)	GM / Engineering Department			
3. Board Resolution (1pc, Original)	Admin Department			
4. Certificate of availability of fund (1pc, Original)	Finance Department			
5. Bidding Process (1pc, Original)	Bids and Awards Committee			
6. Contract of Agreement (1pc, Original)	Bids and Awards Committee			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. General Manager and Engineering Department conducts feasibility study and determines the viability of the proposed project, cost wise and service wise.	None	2 days	General Manager / Engineering Department
2. None	2. If feasible, General Manager and Engineering Department prepared detailed engineering design, cost estimates and program of work.	None	1 day	General Manager / Engineering Department
3. None	3. Present the proposed program of work together with the certificate of availability of funds for Board's Approval.	None	2 hours	BOD / Budget Officer
4. None	4. Project is subjected to Bidding process from posting of the	None	21 days	Bids and Awards Committee



	projects in the Philgeps up to the award of contract.			
5. None	5. The winning contractor do the job under the monitoring and supervision of the General Manager.	None	<i>3 months</i>	Contractor
6. None	6. The Management / Board of Directors accepts the project upon completion.	None	<i>2 hours</i>	Management / BOD
Total:		None	<i>3 months, 24 days and 4 hours</i>	



60. Mainline / Service Line Leaks

Repair of leaks or damage of Mainline / Service line.

Office or Division:	Construction and Maintenance Division			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government			
Who may avail:	Construction and Maintenance Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order (1pc, Original)		Customer Service Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Maintenance Order.	1. The Customer Service Officer forward Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Customer Service Officer
2. None	2. The Construction and Maintenance Division Head give the Maintenance Order to the Water Maintenance Team Personnel to conduct site inspection.	None	5 minutes	Water Maintenance Personnel / Maintenance Division Head
3. None	3. The Water Maintenance Personnel conduct site inspection, determine leak status and list of materials needed for repair. Then go back to office to forward the accomplished maintenance order to the Construction and Maintenance Division Head.	None	2 hours	Water Maintenance Personnel
4. None	4. The Construction and Maintenance Division Head received the accomplished maintenance order from the Water Maintenance	None	5 minutes	Maintenance Division Head



	Personnel and forwards it to Storekeeper for issuance of materials.			
5. None	5. a). Simple The Water Maintenance Personnel proceed back to site to conduct repair of mainline / service line leak.	None	<i>2 hours and 40 minutes</i>	Water Maintenance Personnel
	b). Complex The Water Maintenance Personnel proceed back to site to conduct repair of mainline / service line leak.	None	<i>8 hours</i>	Water Maintenance Personnel
	c). Highly Technical The Water Maintenance Personnel proceed back to site to conduct repair of mainline / service line leak within 24 hours.	None	<i>1 day</i>	Water Maintenance Personnel
6. None	6. The Construction and Maintenance Division Head received the accomplished maintenance order from Water Maintenance Personnel and log it.	None	<i>5 minutes</i>	Maintenance Division Head
Total in Simple Classification:		None	<i>5 hours</i>	
Total in Complex Classification:		None	<i>10 hours and 20 minutes</i>	
Total in Highly Technical Classification:		None	<i>1 day, 2 hours and 20 minutes</i>	



61. Meter Calibration

Calibration of water meter.

Office or Division:	Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government			
Who may avail:	Construction and Maintenance Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Install water meter in the Meter Test Bench (maximum of 5 water meter)	None	5 minutes	Water Maintenance Personnel / Technician
2. None	2. Adjust the reading of water meter flow indicator to zero (0).	None	5 minutes	Water Maintenance Personnel / Technician
3. None	3. Record initial reading of each water meter.	None	5 minutes	Water Maintenance Personnel / Technician
4. None	4. Fill the container at label 25 liters with water.	None	5 minutes	Water Maintenance Personnel / Technician
5. None	5. Record the final reading with each water meter.	None	5 minutes	Water Maintenance Personnel / Technician
6. None	6. Compare the volume, Subtract the final reading to the initial reading.		5 minutes	Water Maintenance Personnel / Technician
7. None	7. Compute the difference from 25 liters volume. (Allowable percentage should be plus (+) or minus (-) 5% of the test volume (25L)	None	5 minutes	Water Maintenance Personnel / Technician
8. None	8. Final adjustment of water meter with over / under accuracy.	None	5 minutes	Water Maintenance Personnel / Technician
Total:		None	40 minutes	



62. METER REPLACEMENT

Replacement of water meter.

Office or Division:	Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government			
Who may avail:	Construction and Maintenance Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order (1pc, Original)		Customer Service Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Maintenance Order.	1. The customer service officer forward Maintenance Order to the Maintenance Division Head	None	5 minutes	Customer Service Officer
2. None	2. The Construction and Maintenance Division Head forward the Maintenance Order to Storekeeper for issuance of meter and returned the said maintenance order to the Maintenance Division Head.	None	5 minutes	Maintenance Division Head / Storekeeper
3. None	3. The Construction and Maintenance Division Head forwards maintenance order to the Water Maintenance Personnel to conduct change meter.	None	5 minutes	Maintenance Division Head/ Water Maintenance Personnel
4. None	4. After changing the meter, the Water Maintenance Personnel returned the accomplished maintenance order to the Construction and Maintenance Division Head	None	4 hours	Maintenance Division Head / Water Maintenance Personnel
5. None	5. The Construction and Maintenance Division Head log the accomplished maintenance order to the computer.	None	5 minutes	Maintenance Division Head
Total:		None	4 hour and 20 minutes	



63. INSTALLATION OF NEW SERVICE CONNECTION

Procedure of installation of new service connection to ensure that all applications for new service connections are installed.

Office or Division:	Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government			
Who may avail:	Construction and Maintenance Division			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Maintenance Order (1pc, Original)			Customer Service Officer	
2. Requisition Issuance Slip (RIS) (1pc, Original)			Storekeeper	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Maintenance Order.	1. The Customer Service Officer forward the Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Customer Service Officer
2. None	2.1 The Construction and Maintenance Division Head gives the Maintenance Order to the Maintenance Personnel to install it within 5 days upon receipt. 2.2 The Maintenance Personnel forwards the Maintenance Order to Storekeeper with RIS then release the materials.	None	5 minutes 5 minutes	Maintenance Division Head / Maintenance Personnel / Storekeeper
3. None	3. Maintenance Personnel goes to site to install New Service Connection. Then go back to the office to forward the Accomplished Maintenance Order to the Construction and Maintenance Division Head.	None	1 day	Maintenance Division Head/ Water Maintenance Personnel
4. None	4. The Construction and Maintenance Division Head received the accomplished maintenance Order from the Maintenance Personnel and then log it to the computer..	None	5 minutes	Maintenance Division Head / Maintenance Personnel
Total:		None	1 day and 20 minutes	



64. INSPECTION OF NEW SERVICE CONNECTION

Procedure of inspection of new service connection to ensure that all applications for new service connections are installed.

Office or Division:	Construction and Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government			
Who may avail:	Construction and Maintenance Division			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Maintenance Order (1pc, Original)			Customer Service Officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Maintenance Order	1. The Customer Service Officer forward the Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Customer Service Officer
2. None	2. The Construction and Maintenance Division Head gives the Maintenance Order to the Maintenance Personnel to conduct site inspection within 2 days upon receipt.	None	5 minutes	Maintenance Division Head / Maintenance Personnel /
3. None	3. The Water Maintenance Personnel conduct site inspection to determine the needed materials for new application. Then go back to the office to forward the accomplished Maintenance Order to the Construction and Maintenance Division Head.	None	2 days	Water Maintenance Personnel
4. None	4. The Construction and Maintenance Division Head received the accomplished Maintenance Order from Water Maintenance Personnel then log it to the computer.	None	5 minutes	Maintenance Division Head / Admin Personnel
Total:		None	2 days and 15 minutes	



65. HYDRO – TESTING OF PIPELINES PROCEDURE

Hydro-Testing (Hydrostatic Testing) is a type of test that is performed on pressure vessels to check for leaks and correct mechanical properties. It involves completely filling up a pressure vessel with water and then pressurizing it.

Office or Division:		Construction and Maintenance Division		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government		
Who may avail:		Construction and Maintenance Division, Engineering Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. All pipelines shall be thoroughly flushed out with water prior to testing joints. 1.2. Maximum length of test sections shall be 500 meters for distribution mains and 1,000 meters for transmission mains.	None	2 hours	Construction and Maintenance Division
2. None	3. The pipeline shall be prepared for testing by closing valves when available, or by placing temporary bulkheads in the pipe and filling the line slowly with water. During the filling of the pipe and before the application of the specified test pressure, all air shall be expelled from the pipeline.	None	1 day	Construction and Maintenance Division
3. None	4. After the line or section thereof has been completely filled, it shall be allowed to stand under a slight pressure for a minimum of forty-eight (48) hours to allow the escape of air from any air pockets and to allow the pipe or mortar	None	2 days	Construction and Maintenance Division



	lining to absorb as much water as possible.			
4. None	5. The test shall consist of holding the test pressure on each section of the line for a period of two (2) hours. The test pressure at the lowest point shall be 50 psi or 100 psi of pipe installed, class 100 or class 150	None	<i>2 hours</i>	Construction and Maintenance Division
Total:		None	<i>3 days and 4 hours</i>	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Accomplished our Feedback Form available in the office or download the form in our website balangawater.gov.ph and put it in the drop box at the Public Assistant and Complaint Desk (PACD).</p> <p>Send your Feedback Form through e-mail</p> <p>(balanga_water@yahoo.com) Talk to our Customer Service Assistants Contact No. #0950-626-8905 #0917-502-9019</p>
How feedbacks are processed	<p>Every Friday, the Public Assistant and Complaint Desk (PACD), opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the concerned citizen.</p>
How to file a complaint	<p>Fill up the client Complaint Form Complaints can also be communicated via telephone or e-mail.</p> <p>For inquiries and follow-ups, concessionaires may contact #0950-626-8905 #0917-502-9019</p>
How complaints are processed	<p>Public Assistant and Complaint Desk (PACD) receive and refer the Complaint Form to the Commercial Department.</p> <p>Commercial Department will accommodate the complaint and initiate appropriate action or advice if necessary</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph ARTA (2782) PCC: 8888 pcc@malacanang.gov.ph CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p>



LIST OF OFFICES		
Office	Address	Contact Information
Balanga Water District	EGSA, Tuyoy, Balanga City, Bataan	09361586691