



29. Update changes of Citizens Charter in BLWD Website Procedure

Defines how to update changes in Citizens Charter and upload to BLWD Website.

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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. The Department Head / Division Head must inform the Website Administrator for the changes in their CC that needed to be updated	None	3 minutes	<i>Department Head / Division Head</i>
2. None	2. The Website Administrator will encode the changes of Citizens Charter of concern department in their file.	None	2 hours	<i>Website Administrator</i>
3. None	3. The Department/ Division Head will verify the file if the changes is correctly encoded.	None	30 minutes	<i>Department Head/ Division Head</i>
4. None	4. Inform the Website Administrator if the changes are correctly encoded	None	15 minutes	<i>Website Administrator</i>



	or not. 4.1 The Website Administrator will log in to the official website of BLWD and upload the updated file of Citizens Charter.			
	Total:	None	2 hours and 43 minutes	