



BALANGA WATER DISTRICT

CITIZEN'S CHARTER

2024 (4th 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.



LIST OF SERVICES

Balanga Water District	Page
External Services	
Application for New Water Service Connection	7
Application for Senior Citizen Discount	9
Payment for New Water Service Connection	11
Request Procedure	14
Reconnection Procedure	15
Request for Disconnection Procedure	18
Office Collection Procedure	20
Customer Satisfaction Survey Procedure	22
Handling of Customer Procedure	23
Refund of Payment	25
Granting of Promissory Note	26
Report on Illegal Water Connection Procedure	28
Internal Services	
Manual Billing Procedure	31
Disconnection on Delinquent Account Procedure	34
Billing Adjustment Procedure	36
Collection Adjustment Procedure	38
Billing with PDA Device Procedure	40
Payment Partners Consolidate Report Procedure	43
Demand Letter Procedure	44
Bidding	47
Procurement (Merchandise)	51
Procurement (Office Supplies)	54



Issuance of Material & Office Supplies	56
Receipt of Deliveries of Inventory	57
Recruitment, Selection and Placement Procedure	58
Training	61
Promotion	63
Reclassification / Re-categorization of Position	65
Availment of Leave Procedure	68
Leave Credits Monetization	70
Service Records	71
Terminal Leave	72
Certificate of Employment	73
Payment of goods to supplier below P50,000.00	74
Payment of goods to supplier above P50,000.00	77
Payment of services below P50,000.00 to suppliers	80
Payment of services above P50,000.00 to suppliers	82
Payment of bonuses & other benefits & refund of loans of regular and casual employees thru ATM	84
Payment of payroll of regular and casual employees thru ATM	86
Payment of job order employees	88
Payment of refund of water bill/materials above P1,000 to concessionaires	90
Payment of refund of water bill/materials below P1,000 to concessionaires	92
Reimbursement of expenses of officers and employees below P1,000	93
Reimbursement of expenses of officers and employees above P1,000	94
Payment of Cash Advance to Bonded Officials & Employees	96
Payment of BODs' Per Diem & Miscellaneous Expenses	98
Replenishment of Petty Cash Fund	100
Payment of Long-term Loans	102
Online payment of remittances on Pag-ibig and Philhealth	104
Online payment of remittances on BIR	106
Payment of other Government Remittances	107



Bacte-Testing	109
Residual Chlorine	110
Physical / Chemical Test Procedure	112
Water Quality	114
Production of Water	117
Accomplishing Maintenance Order for No Water	120
Accomplishing Maintenance Order for Low Pressure	123
Accomplishing Maintenance Order for Dirty Water	126
Pull-out and Installation of Submersible Pump and Motor	129
Design and Development	133
Mainline / Service Line Leaks	135
Meter Calibration	139
Meter Replacement	141
Installation of New Service Connection	144
Inspection of New Service Connection	148
Hydro – Testing of Pipelines Procedure	152



BALANGA WATER DISTRICT

External Services



1. Application for New Water Service 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		
For New Connection				
1. One (1) Valid ID		Concessionaire		
2. Proof of ownership (Title, Rights, Deed Of Sale) or		Concessionaire		
3. Barangay Certification (Certificate of Ownership)		Concessionaire		
4. Lease of Contract (if rented)		Concessionaire		
For Special Cases / Turnover Water System				
1. One (1) Valid ID		Concessionaire		
2. Clearance from Homeowners Association/ Barangay		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the PACD Officer to inquire for new connection.	1. The PACD Officer interview the customer to determine the location for installation. If the location is not covered by the current serviced areas, then the PACD Officer informs the customer of the situation and the procedure ends. If The location is covered, an application form is given by the PACD Officer for the customer to fill-out. And transfer the customer to Customer Service Assistant	None	<i>5 minutes</i>	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Fill out the application form and Inspection Report form.	2. The Customer Service Assistant check and verify the accomplished	None	<i>10 minutes</i>	Maricel De Asis (Customer Service Asst. A)



	<p>Application and Inspection Report Form noting the following:</p> <ol style="list-style-type: none"> 1. Applicant's Name 2. Address 3. Contact Number 4. Sketch of the location <p>And data privacy consent form.</p>			
3. Pay the application fee.	3. The Customer Service Assistant accept payment and issue official receipt indicating the paid amount. The transaction details are then copied onto the accomplished application form.	PHP100.00	<i>5 minutes</i>	Maricel De Asis (Customer Service Asst. A)
4. None	4. The Customer Service Assistant assigned control no. in the application form and record the transaction in the New Connection Logbook (noting the following: a. Customer Name b. Date of Issuance of New Application c. Location	None	<i>5 minutes</i>	Maricel De Asis (Customer Service Asst. A)
5. None	5. The Customer Service Assistant forward the accomplished application form to the Construction and Maintenance Division for site inspection and estimate.	None	<i>5 minutes</i>	Maricel De Asis (Customer Service Asst. A) Marklie Paguio (Water Maintenance General Foreman)
Total:		PHP100.00	30 minutes	



2. Application for Senior Citizen Discount Procedure

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		
1. 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 PACD Officer to inquire for new connection.	1. The PACD Officer interview the client and ask for the requirements.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Fill out the Senior Citizen Application Form.	2. The PACD Officer serve 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. 5. Birthdate	None	10 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
3. None	3. The PACD Officer forward the senior citizen application form to Supervising Customer Service Officer and Division manager for approval	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)



4. None	4. The PACD Officer encode the approved senior citizen discount in the MBRCMS and record the transaction in the Senior Citizen Logbook noting the following: 1. Customer Name 2. Account Number 3. Date	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
Total:		None	25 minutes	



3. Payment for New Water Service Connection

Payment 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. One (1) Valid ID		Concessionaires		
2. Proof of Ownership (Title/Rights/Tax Declaration) or Barangay Certificate of Residency (1pc., Original) Valid ID (1pc., Photocopy or Original)		Concessionaires		
3. Lease of Contract (if rented) (1pc., Original)		Concessionaires		
4. For Turnover Water System a. One (1) Valid ID and b. Clearance from Homeowners Association / Barangay		Concessionaires		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The customer approach the PACD Officer to submit all the requirements for the new water service connection application	1. The PACD Officer gather all the requirements of the client for new connection and transfer the customer to Customer Service Assistant	None	5 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. The customer read and sign the Service Contract and Memorandum Receipt for water meter.	The Customer Service Assistant serve and explain the Service Contract and Memorandum Receipt for water meter to the customer.	None	10 minutes	Maricel De Asis (Customer Service Asst. A)
3. Pay the Connection Fee	2. Accept Payment and Issue Official Receipts.	Service Fee = PHP450.00 Maintenance Fee = PHP1,400.	5 minutes	Maricel De Asis (Customer Service Asst. A)



		<p>00 Tapping Fee = PHP550.00 Materials (Plastic Wedge S. Clamp 2x3/4 = PHP234.73, Plastic male Adapter 3/4 ISO 2pcs. = PHP130.0 0,</p> <p>GI Elbow 3/4 = PHP65.00 ,</p> <p>GI Elbow 1/2 = PHP16.90 ,</p> <p>Brass Water Meter 1/2 = PHP1400. 00, HD P.E Pipe ISO 3/4 = PHP35.18 ,</p> <p>GI Nipple 3/4 x12 = PHP130.0 0, Teflon 3/4 2pcs. = PHP57.20 ,</p> <p>GI ST. Elbow 3/4 = PHP 61.10, Brass</p>		
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		Ball Valve ½ = PHP284.70, Brass Angle Valve ¾ = 493.35, Safe Valve ¾ = 753.60		
4. None	4. The Customer Service Assistant prepare Maintenance Order for New Connection	None	5 minutes	Maricel De Asis (Customer Service Asst. A)
5. None	5. The Customer Service Assistant record the transaction in the Maintenance Order Logbook noting the following: 1. Customer Name 2. MO Number 3. Account Number	None	5 minutes	Maricel De Asis (Customer Service Asst. A)
6. None	6. The Customer Service Assistant will forward the Maintenance Order to the Construction and Maintenance Head.	None	5 minutes	Maricel De Asis (Customer Service Asst. A) Marklie Paguio (Water Maintenance General Foreman)
Total:		PHP 6,061.76	35 minutes	



4. Request Procedure

Requesting for change account name, account number, and classification 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 PACD Officer	1. The PACD Officer interview concessionaire to identify the nature of request and fill out request form and transfer to Customer Service Assistant	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. The Customer Service Assistant validate all the requirements and forward to Supervising Customer Service Officer and Division Manager for approval.	None	5 minutes	Maricel De Asis (Customer Service Asst. A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
3. None	3. The Customer Service Assistant encode the request in the MRBCMS and record transaction in the Request Logbook	None	5 minutes	Maricel De Asis (Customer Service Asst. A)
Total:		None	15 minutes	



5. Reconnection Procedure

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 PACD Officer for request of reconnection.	1. The PACD Officer check the ledger of customer and inform the customer if there is arrears to pay and instruct to pay the balance to office teller and proceed to Customer Service Assistant after for the reconnection fee.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maricel De Asis Kristina Grupo Jay Jay David (Utilities/Customer Service Asst. A)
2. Pay the Water Bill and reconnection fee to the Customer Service Assistant or Office Collector	2. The customer pays water bill (if any) to office collector and issued an Official Receipt and pay reconnection fee to Customer Service Assistant	Unpaid Water Bill (if any) and Reconnection Fee (PHP200.00)	5 minutes	Maricel De Asis Kristina Grupo Jay Jay David (Utilities/Customer Service Asst. A)
3. None	3. The Customer Service Assistant prepare Maintenance Order Form for reconnection and logs the transaction	None	5 minutes	Maricel De Asis (Customer Service Asst. A)



	in the Maintenance Order Logbook. Noting the following: 1. Account name 2. M.O No. 3.Account number			
4. None	4. Customer Service Assistant forward the Maintenance Order to assigned meter reader and proceed to reconnection of water meter.	None	<i>5 minutes</i>	Maricel De Asis Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Aduio-Visual Systems Technician A)
5. None	5. Meter reader reconnects water meter and encode accomplished maintenance orders in the MRBCMS.	None	<i>4 hours</i>	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)



				Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Aduio-Visual Systems Technician A)
Total:		Unpaid Water Bill (if any) + PHP200.00	4 hours and 20 minutes	



6. Request for Disconnection Procedure

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 PACD Officer for request of disconnection.	1. The concessionaire request for disconnection of water service. The PACD Officer check the ledger of the concessionaire and instruct the concessionaire with arrears to pay first and proceed to Customer Service Assistant for the disconnection request	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Pay Water bill (if any) to the Customer Service Assistant or Office Collector.	2. The concessionaire pays water bill (if any) to office collector and issued an Official Receipt.	Unpaid Water Bill (if any)	5 minutes	Maricel De Asis Kristina Grupo Jay Jay David (Utilities/Customer Service Assistant A)
3. Approach the Customer Service Assistant for the request of disconnection of water meter	3. The Customer Service Assistant prepare the Maintenance Order for Disconnection.	None	5 minutes	Maricel De Asis (Customer Service Asst. A)
4. None	4. The Customer Service Assistant logs the transaction in the Maintenance Order Logbook noting the following:	None	5 minutes	Maricel De Asis (Customer Service Asst. A)



	a. Customer Name b. MO Number c. Account Number d. Nature of Request			
5. None	5. The Customer Service Assistant forward the Maintenance Order to assigned meter reader and proceed to disconnection of water meter or maintenance dept.	None	4 hours	<p>Maricel De Asis (Customer Service Asst. A)</p> <p>Marklie Paguio (Water Maintenance General Foreman)</p>
Total:		Unpaid Water Bill (if any)		



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 Officer for queuing number	1. The customer will get queuing number from the PACD Officer and wait for the teller to call his/her number.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Give water bill notice to the teller or state the account name registered to BLWD.	2. The customer gives the water bill notice to the teller to search for the account. If not possible, the teller will search for the account of the concessionaire based on the given account number or account name. The teller will state the name, address and amount to the concessionaire. If correct teller accept payment and post in the MRBCMS.	None	10 minutes	Kristina Grupo Jay Jay David (Utilities/Customer Service Assistant A)
3. Pay the water bill	3. If payment is in the mode of cash, take the amount of the billed consumption and give the changed based on the given amount of cash. Or if the payment is in the mode of check, do the following: a. Check the name / payee	None	5 minutes	Kristina Grupo Jay Jay David (Utilities/Customer Service Assistant A)



	b. Check date c. Check the amount in word and amount in figure d. Check the signature e. Indicate the contact number f. Indicate the account name g. Indicate the account name And issue the generated Official Receipt to the concessionaire and keep the duplicate copy.			
4. None	Teller tally and remit all the collection for the day to Office Cashier including the duplicate OR, DSR, cash and checks.	Water Bill	5 minutes	Kristina Grupo Jay Jay David (Utilities/Customer Service Assistant A) Angeline Santos Cashier C
Total:		Water Bill	25 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. PACD, Customer Service Assistant or Teller instruct concessionaire to proceed to Customer Satisfaction Survey Desktop	1. After concessionaire's transaction, PACD, Customer Service Assistant or Teller will instruct the concessionaire to accomplish the customer satisfaction survey.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. The PACD will monitor the customer satisfaction survey result and print report every 5 th working day of the following month	None	10 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
Total:		None	15 minutes	



9. Handling Difficult Customer 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	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maricel De Asis (Customer Service Asst. A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
2. Enumerate your complaints to the Customer Service Assistant.	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 e. Reconnection Request not requiring payment (M.O): a. Leak before the meter. b. Repair service line	None	15 minutes	Maricel De Asis (Customer Service Asst. A)



	and main line of BLWD. c. Disconnection (w/no balance) d. Meter Calibration e. Re read of water consumption CSA will print maintenance order and sign by the concessionaire and approved by the Division Manager.			
3. None	3. Record transaction to M.O. to Logbook and forward the M.O. together with the M.O. logbook to be received by the concerned division.	None	5 minutes	<p>Maricel De Asis (Customer Service Asst. A)</p> <p>Edzel Lintag (Division Manager B)</p> <p>Marklie Paguio (Water Maintenance General Foreman)</p>
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	1. Received request for refund and transfer to Customer Service Assistant	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. The customer service assistant checked all the requirements for refund of payment and forward to Division Manager for approval. If approved	None	15 minutes	Maricel De Asis (Customer Service Asst. A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
3. None	3. The customer service assistant record the refund for the payment in BAM logbook and forward the approved request for refund of payment to Finance Service Dept.	None	5 minutes	Maricel De Asis (Customer Service Asst. A) Jeanne Carpio (Department Manager B)
Total:		None	25 minutes	



11. Granting of Promissory Note

Requesting for promissory note.

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		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the PACD	1. The PACD Officer will transfer the customer request for a promissory note to Customer Service Assistant	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maricel De Asis (Customer Service Asst. A)
2. None	2. Customer service assistant review customer's ledger and forward to Division Manager for checking and approval.	None	5 minutes	Maricel De Asis (Customer Service Asst. A)
3. Sign the promissory note.	3. If approved, customer service explain the schedule for payment and prepare two (2) copies of promissory note and serve to the concessionaire.	None	5 minutes	Maricel De Asis (Customer Service Asst. A)
4.	The Customer Service Assistant record the transaction in the	None	5 minutes	Maricel De Asis (Customer Service



	Promissory Note Logbook noting the following: 1. Account name 2. Account number 3. Transaction date			Asst. A)
Total:		None	20 minutes	



12. Report On Illegal Water Connection Procedure

Reporting of Illegal water use or illegal water connection.

Office or Division:	<i>Customer Services Division</i>			
Classification:	<i>Simple</i>			
Type of Transaction:	<i>G2C - Government to Citizen, G2B – Government to Business, G2G – Government to Government</i>			
Who may avail?	<i>Balanga Water District Concessionaire</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <i>Proof of illegal use or illegal connection.</i>		<i>Concessionaire</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>Go to BLWD Office and approach PACD Officer.</i>	1. <i>The customer report illegal connection to PACD Officer.</i>	<i>None</i>	<i>5 minutes</i>	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. <i>Fill out Illegal Connection Report Form</i>	2. <i>Informant / Concern citizen fill out Report on Illegal Connection Report Form. Noting the name, address and sketch of location.</i>	<i>None</i>	<i>5 minutes</i>	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
3. <i>None</i>	3. <i>Customer Service Assistant prepare Maintenance Order for inspection of the reported illegal water connection. If with illegal connection maintenance team disconnect the connection from mainline.</i>	<i>None</i>	<i>5 minutes</i>	Maricel De Asis (Customer Service Asst. A)
4. <i>None</i>	4. <i>The Customer Service Assistant prepare illegal connection notice and forward to Division Manager for signature. And record</i>	<i>None</i>	<i>5 minutes</i>	Maricel De Asis (Customer Service Asst. A) Maria Victoria Tungol (Supervising Customer Service Officer)



	<i>in the Illegal Water Connection Logbook.</i>			Editha Gozon (Division Manager B)
5.None	<i>Assigned meter reader will hand over the illegal water connection notice to the concessionaire</i>	<i>None</i>	<i>1 hour</i>	Maricel De Asis Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Audio-Visual Systems Technician A)
Total:		<i>None</i>	<i>1 hour 20 minutes</i>	



BALANGA WATER DISTRICT

Internal Service



13. Manual Billing Procedure

Process of manual 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. Customer Service Officer prepares monthly reading schedule.	None	1 day	Chiqui Aranas (Utilities/Customer Service Officer A)
2. None	2. Meter reader will generate reading form list and proceed to field for water meter consumption reading.	None	1 day	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Audio-Visual Systems Technician A)
3. None	3. Meter reader will review all the readings at the	None	1 hour	Joseph Paguio Jayson Llamzon (Utilities/Customer



	reading form list.			<p>Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>
4. None	4. The meter reader will post the reading to the MRBCMS and print billing summary to check the abnormal consumption and report to the Customer Service Assistant.	None	1 hour	<p>Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>
5. None	5. Meter reader print water bill notice.	None	1 hour	Joseph Paguio



	After printing meter reader will sort, segregate and label water bill notice with arrears, FOR DISCONNECTION.			<p>Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>
6. None	6. Meter reader will proceed to field distribution of Water Bill Notice.	None	1 day	<p>Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>
Total:		None	3 days and 3 hours	



14. 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	Chiqui Aranas (Utilities/Customer Service Officer A)
2. None	2. Print disconnection notice and deliver to the customer.	None	1 hour	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Aduio-Visual Systems Technician A)
3. None	3. Check individual account for	None	1 hour	Maricel De Asis (Customer Service



	payments. Check the promissory note list, verify date committed for payment.			<p>Asst. A)</p> <p>Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>
4. None	4. Prepare Maintenance Order for the Disconnection Team. Disconnect water meter/s from the delinquent accounts.	None	10 minutes	<p>Maricel De Asis (Customer Service Asst. A)</p> <p>Marklie Paguio (Water Maintenance General Foreman)</p>
5. None	5. Encode disconnected account in MRBCMS and forward disconnected water meter to the store keeper.	None	5 minutes	<p>Maricel De Asis (Customer Service Asst. A)</p> <p>Marklie Paguio (Water Maintenance General Foreman)</p>
Total:		None	3 hours and 15 minutes	



15. 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.	1. Received request for billing adjustment.	None	5 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Submit all necessary documents	2. Validate request for adjustment and check the documents if complete. Forward to Division Manager for checking and approval.	None	15 minutes	Maricel De Asis (Customer Service Asst. A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
3. None	3. If approve, 3.1 Posting of adjustment in the MRBCMS. 3.2 Ensure that the data entered in customer's ledger are accurate and with correct accounting entries. If not approve. End.	None	10 minutes	Maricel De Asis (Customer Service Asst. A)



4. None	4. Print Billing Adjustment Memo to be sign by Customer Service Assistant, Customer Service Officer, Supervising Customer Service Officer and Division Manager. Customer service assistant record the billing adjustment in the billing adjustment logbook.	None	<i>5 minutes</i>	<p>Maricel De Asis (Customer Service Asst. A)</p> <p>Chiqui Aranas (Utilities/Customer Service Officer A)</p> <p>Maria Victoria Tungol (Supervising Customer Service Officer)</p> <p>Editha Gozon (Division Manager B)</p>
5. None	Review and consolidate all adjustment made within the month. Submit to Finance Department.	None	<i>5 minutes</i>	<p>Maricel De Asis (Customer Service Asst. A)</p> <p>Rosario Legaspi (Division Manager B)</p>
Total:		None	40 minutes	



16. 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	1. Received request for collection adjustment.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Submit all necessary documents	2. Validate request for transferring of payments and documents submitted if necessary supporting documents are complete. Forward to Division Manager for checking and approval.	None	15 minutes	Maricel De Asis (Customer Service Asst. A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
3. None	3. If approved, post collection adjustment to MRBCMS server. Ensure that the data entered in customer's ledger are accurate and with correct entries. If not approve – end.	None	10 minutes	Maricel De Asis (Customer Service Asst. A)
4. None	Printing of collection adjustment Memo to be sign by Customer	None	5 minutes	Maricel De Asis (Customer Service



	<p>Service Assistant, Customer Service Officer, Supervising Customer Service Officer and Division Manager. Customer service assistant will record the Collection Adjustment in the Collection Adjustment Logbook.</p>			<p>Asst. A) Chiqui Aranas (Utilities/Customer Service Officer A)</p> <p>Maria Victoria Tungol (Supervising Customer Service Officer)</p> <p>Editha Gozon (Division Manager B)</p>
Total:		None	35 minutes	



17. 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	Chiqui Aranas (Utilities/Customer Service Officer A)
2. None	2.1 Downloading of billing data from MRBCMS server to PDA device. 2.2 Ensure accurate and complete uploading of billing data to meter readers individual zone assignment.	None	30 minutes	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Aduio-Visual Systems Technician A)



<p>3. Receive water bill notice.</p>	<p>3. Performs meter reading and input to the PDA device the reading consumption, print the water bill notice, check and hand over to the concessionaire</p>	<p>None</p>	<p>1 day</p>	<p>Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>
<p>4. None</p>	<p>4. Export all the data's from PDA device in the MRBCMS and print billing summary report by zone and look for unbilled account.</p>	<p>None</p>	<p>1 hour</p>	<p>Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>



				Technician A)
5. None	5. Perform meter reading and bill tending to those unbilled connection, export data's from PDA device to MRBCMS and print billing summary by zone.	None	1 day	<p>Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Aduio-Visual Systems Technician A)</p>
6. None	6. Surrender PDA device to Customer Service Assistant for safe keeping.	None	1 hour	<p>Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)</p> <p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p>



				Julius Ebuenga (Audio-Visual Systems Technician A)
7. None	7. Check and review the Daily billing summary and consolidated by zone for the month report. Submit to Finance Department	None	<i>1 hour</i>	Chiqui Aranas (Utilities/Customer Service Officer A) Maria Gaybriel Datu (Senior Financial Planning Specialist)
Total:		None	3 days and 4 hours and 30 minutes	



18. 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 email of collection report from BLWD payment partner.	None	10 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. Generate Daily Collection Summary from MRBCMS and reconcile with the daily collection report transmitted by BLWD payment partner.	None	10 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
3. None	3. Review and consolidate daily collection report and daily collection summary for to Division Manager for checking and approval.	None	10 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
5. None	5. Submit the daily collection report and daily collection summary to Finance Department	None	5 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Rosario Legaspi (Division Manager B)



Total:	None	45 minutes	
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19. 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	Chiqui Aranas (Utilities/Customer Service Officer A)
2. None	2. Identify accounts disconnected for six (6) months and above.	None	10 minutes	Chiqui Aranas (Utilities/Customer Service Officer A)
3. None	3. Prepare and deliver demand letter No. 1.	None	10 minutes	Chiqui Aranas (Utilities/Customer Service Officer A)
4. None	4. Prepare summary of delivered demand letter no. 1 and remarks.	None	10 minutes	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez



				(Water Maintenance Man B) Julius Ebuenga (Audio-Visual Systems Technician A)
5. None	5. Monitor / check disconnected list. For non-compliant, generate and deliver demand letter no. 2.	None	10 minutes	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Audio-Visual Systems Technician A)
6. None	6. Prepare summary of delivered demand letter no. 2 and remarks.	None	10 minutes	Chiqui Aranas (Utilities/Customer Service Officer A))
7. None	7. Monitor / check disconnected list. For non-compliant, generate and deliver demand letter no. 3.	None	10 minutes	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B)



				<p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Audio-Visual Systems Technician A)</p>
8. None	8. Prepare summary of delivered demand letter no. 3 and remarks.	None	10 minutes	Chiqui Aranas (Utilities/Customer Service Officer A)
9. None	9. Submit accomplishment Report to Commercial Division Manager.	None	10 minutes	<p>Chiqui Aranas (Utilities/Customer Service Officer A)</p> <p>Maria Victoria Tungol (Supervising Customer Service Officer)</p> <p>Editha Gozon (Division Manager B)</p>
Total:		None	1 hour and 30 minutes	



20. 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	<i>BAC Members</i> Aurea O. Adrados – Department Manager B Loreto Q. Palad - Division Manager B Joseph Ryan Z. Datu – Senior Supply Officer Marklie M. Paguio – Water Maintenance General Foreman Ireen P. Reyes – Senior Audio-Visual Systems Technician Arjay D. Castillo – Engineer B Justine B. Santos – Senior Water Maintenance Man B
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	<i>BAC Secretariat</i> Ireen P. Reyes – Senior Audio-Visual Systems Technician <i>Alternate BAC Secretariat</i> Justine B. Santos – Senior Water Maintenance Man B
3. None	3. Issuance of the documents required to be submitted in response to an invitation to bid (ITB).	None	15 minutes	<i>BAC Secretariat</i> Ireen P. Reyes – Senior Audio-Visual Systems Technician <i>Alternate BAC Secretariat</i> Justine B. Santos – Senior Water Maintenance Man B



	These include the prescribed bid form, drawings, specification, time lines, charts, price breakdowns, etc.			
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	<i>BAC Members</i> Aurea O. Adrados – Department Manager B Loreto Q. Palad - Division Manager B Joseph Ryan Z. Datu – Senior Supply Officer Marklie M. Paguio – Water Maintenance General Foreman Ireen P. Reyes – Senior Audio-Visual Systems Technician Arjay D. Castillo – Engineer B Justine B. Santos – Senior Water Maintenance Man B
5. None	5. Receive submitted bids based on the defined schedule of submission of bids through the bid box.	None	5 minutes	<i>BAC Members</i> Aurea O. Adrados – Department Manager B Loreto Q. Palad - Division Manager B Joseph Ryan Z. Datu – Senior Supply Officer Marklie M. Paguio – Water Maintenance General Foreman Ireen P. Reyes – Senior Audio-Visual Systems Technician Arjay D. Castillo – Engineer B Justine B. Santos – Senior Water Maintenance Man B
6. None	6. Received bid-envelopes are opened and examined by the advertiser (called buyer, client, customer, or owner) of an	None	3 hours	<i>BAC Observer Bidders</i>



	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.			
7. None	7. Conduct post-qualification.	None	3 hours	<p><i>BAC Members</i> Aurea O. Adrados – Department Manager B Loreto Q. Palad - Division Manager B Joseph Ryan Z. Datu – Senior Supply Officer Marklie M. Paguio – Water Maintenance General Foreman Ireen P. Reyes – Senior Audio-Visual Systems Technician Arjay D. Castillo – Engineer B Justine B. Santos – Senior Water Maintenance Man B</p>
8. None	8. Prepare the Abstract of bid, BAC Resolution, Board Resolution and Notice of Award/Contract to the winning bidder.	None	3 hours	<p><i>Admin Staff</i> Joseph Ryan Z. Datu – Senior Supply Officer Ireen P. Reyes – Senior Audio-Visual Systems Technician Justine B. Santos – Senior Water Maintenance Man B</p>
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	None	7 days	<p><i>Admin Staff</i> Joseph Ryan Z. Datu – Senior Supply Officer Ireen P. Reyes – Senior Audio-Visual Systems Technician Justine B. Santos – Senior Water Maintenance Man B</p>



	appropriate government approving authority.			
10. None	10. Maintain all the records generated in accordance with the Records Control Procedure.	None	3 hours	<i>Concerned Process Owners</i>
Total:		None	16 days, 7 hours and 20 minutes	



21. Procurement Procedure (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		
1. Purchase Order Form (1 pc., Original) 2. Request for Quotation Form (3pcs., Original) 3. Purchase Request (1 pc., Original) 4. Abstract of Quotation (1 pc., Original) 5. BAC Resolution (1 pc., Original)		Property/Supply Officer Property/Supply Officer Property/Supply Officer Property/Supply Officer BAC Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Check and monitor warning levels of materials in the inventory.	None	5 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
2. None	2. Prepare a purchase request (PR) using Purchase Request Form and Request for Quotation (RFQ) and submits this to the suppliers.	None	20 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
3. None	3. The Corporate Budget Officer reviews and certifies the availability of funds.	None	10 minutes	<i>Budget Officer</i> Francess Dianna B. Ponce – Senior Corporate Budget Analyst
4. None	4. For below P50,000.00, at least three (3) price quotations must be obtained. For above P50,000.00,	None	7 Days	<i>BAC Secretariat</i> Ireen P. Reyes – Senior Audio-Visual Systems Technician <i>Alternate BAC Secretariat</i> Justine B. Santos – Senior Water Maintenance Man B



	seven (7) days posting is required on the PHILGEPS (Philippine Government Electronic Procurement System) Site and on conspicuous place within the locality.			
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 for evaluation by the BAC members.	None	20 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
6. None	6. BAC Resolution will be prepared for recommending approval of the Head of the Procuring Entity (HOPE).	None	20 minutes	<i>BAC Secretariat</i> Ireen P. Reyes – Senior Audio-Visual Systems Technician <i>Alternate BAC Secretariat</i> Justine B. Santos – Senior Water Maintenance Man B
7. None	7. Once the recommendation is approved the Purchase Order will be forwarded to the General Manager for signature.	None	10 minutes	<i>General Manager</i> Engr. Charlito G. Rodriguez – General Manager
8. None	8. The signed Purchase Order will be forwarded to the winning supplier.	None	15 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
9. The Suppliers need to deliver the product within 15-30 days to the BLWD.	9. The Supply Officer receive the products	None	30 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer



				<i>Supplier</i>
Total:		None	7 days, 2 hours and 10 minutes	



22. Procurement (Office Supplies)

Defines the procurement of Office Supplies 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		
1. Request for Quotation (3 pcs., Original)		Property/Supply Officer		
2. Purchase Order Form (1 pc., Original)		Property/Supply Officer		
3. Purchase Request (1 pc., Original)		Property/Supply Officer		
4. Abstract of Quotation (1 pc., Original)		Property/Supply Officer / BAC		
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	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
2. None	2. The Division Head request for office supplies.	None	30 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
3. None	3. The Budget Officer and Finance Department Manager reviews and certifies the availability of funds.	None	10 minutes	<i>Budget Officer</i> Frances Dianna B. Ponce – Senior Corporate Budget Analyst Jeanne M. Carpio – Department Manager B (Finance Services Department)
4. None	4. The Property/Supply Officer B canvass and procure the supplies from DBM if the supplies are available, otherwise, if	None	4 hours	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer



	supplies are not available from DBM, the PSO-B solicit quotations from at least three (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	<i>BAC Secretariat</i> Ireen P. Reyes – Senior Audio-Visual Systems Technician <i>Alternate BAC Secretariat</i> Justine B. Santos – Senior Water Maintenance Man B
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	<i>Purchase Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
Total:		None	5 hours and 20 minutes	



23. 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		
1. Requisition and Issuance Slip (3 pcs., Original)		Storekeeper		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Division Head request for materials /office supplies.	1. The Property/Supply Officer prepares Requisition and Issue Slip (RIS).	None	10 minutes	<i>Property / Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
2. None	2. Check stocks for the availability of materials/ office supplies, if no stocks prepared Purchase Requisition (PR).	None	10 minutes	<i>Property / Supply Officer</i> Joseph Ryan Z. Datu – Senior 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	<i>Store Keeper</i> Louie S. Sevilla – Water Maintenance Man A
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	<i>Store Keeper</i> Louie S. Sevilla – Water Maintenance Man A
Total:		None	40 minutes	



24. 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		
1. Delivery Receipt (1pc., Original) 2. Sales Invoice (1pc., Original)		Supplier Supplier		
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	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior 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	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
3. None	3. Prepare the Inspection and Acceptance Report.	None	10 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
4. None	4. Records all deliveries/issuance for proper inventory.	None	10 minutes	<i>Property/Supply Officer</i> Joseph Ryan Z. Datu – Senior Supply Officer
Total:		None	1 hour and 30 minutes	



25. Recruitment, Selection and Placement Procedure.

Recruitment and selection process of Balanga Water District.

Office or Division:	Human Resource Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Department / Division Head of Balanga Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Manpower Requisition Form (1pc., Original)		Human Resource Division		
2. Qualification Standards (1pc., Original)		Human Resource Division		
3. Background Check Form (1pc., Original)		Human Resource Division		
4. Comparative Assessment (1pc., Original)		Human Resource Division		
5. Interview Rating (1pc., Original)		Human Resource Division		
6. Assumption of Duty (1pc., Original)		Human Resource Division		
7. Oath of Office (1pc., Original)		Human Resource Division		
8. Appointment Form (1pc., Original)		Human Resource Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. The Department/ Division Manager May request additional manpower using the Manpower Requisition Form.	None	5 minutes	<i>Department/ Division Manager</i>
2. None	2. Post vacancies in three conspicuous places (CSC, Office, BLWD Website) within ten (10) working days.	None	10 days	<i>Human Resource Loreto Q. Palad – Division Manager B</i>
3. None	3. Evaluate application according to job requirements.	None	1 day	<i>Human Resource Loreto Q. Palad – Division Manager B</i>



4. None	4. Notify the applicant if not qualified. 4.1 If qualified, give the exam to the applicant.	None	30 minutes	<i>Human Resource</i> Loreto Q. Palad – Division Manager B Bernadette E. Paguio – Industrial Relations Development Assistant A
5. None	5. Schedule the qualified applicant for HRMPSB Deliberation and panel Interview. 5.1 Evaluate results of the exam and conduct an HRMPSB Deliberation. The deliberation will be based on the written exam 30%, Oral interview 30%, and qualifications based on the Manpower Requisition Form 40%.	None	1 day	<i>Human Resource</i> Loreto Q. Palad – Division Manager B Bernadette E. Paguio – Industrial Relations Development Assistant A <i>Department/ Division Manager</i> <i>HRMPSB</i> Engr. Charlito G. Rodriguez – General Manager B Aurea O. Adrados – Department Manager B Loreto Q. Palad – Division Manager B Marklie M. Paguio – Water Maintenance General Foreman Maria Gaybriel G. Datu – Senior Financial Planning Specialist
6. None	6. The HR will prepare documents for endorsement to General Manager. 6.1 The General Manager decides if the applicant is qualified for the position (Notify if not).	None	30 minutes	<i>Human Resource</i> Loreto Q. Palad – Division Manager B Bernadette E. Paguio – Industrial Relations Development Assistant A <i>General Manager</i> Engr. Charlito G. Rodriguez – General Manager B
7. None	7. If qualified, Conduct a background investigation.	None	1 day	Bernadette E. Paguio – Industrial Relations Development Assistant A



8. None	8. When approved by the GM, the HR/IRDA A will prepare the appointment.	None	1 hour	<i>Human Resource</i> Loreto Q. Palad – Division Manager B Bernadette E. Paguio – Industrial Relations Development Assistant A
9. None	9. The General Manager will sign the appointed / promoted employee. 9.1 The HR will prepare the Assumption of Duty and Oath of Office for the employee.	None	1 hour	<i>General Manager</i> Engr. Charlito G. Rodriguez – General Manager B <i>Human Resource</i> Loreto Q. Palad – Division Manager B Bernadette E. Paguio – Industrial Relations Development Assistant A
10. None	10. Boarding on orientation seminar.	None	1 day	<i>Human Resource</i> Loreto Q. Palad – Division Manager B Allen Casie I. Mandap – Senior Management Information Systems Researcher <i>Applicant</i>
Total:		None	14 days, 3hours and 5 minutes	



26. Training Procedure

To improve and develop the employees and their job performance through training.

Office or Division:	Human Resource Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	All employees of Balanga Water District Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Learning Needs Assessment (1 pc., Original) 2. Training Invitation (1pc., Original) 3. Office Order (1pc., Original)		Human Resource Division Training Coordinator Human R		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Budget	1. Identify training needs of the employee. 1.1 Check Budget Utilization.	None	1 hour	HRMO Loreto Q. Palad – Division Manager B Finance Department Rosario P. Legaspi – Division Manager B
2. None	2. Identify — Invitational trainings (CSC and LWUA) conventions / conference.	None	15 minutes	Human Resource Division Loreto Q. Palad – Division Manager B
3. Recommend employees.	3. Recommendation from Personnel Development Committee.	None	1 hour	Personnel Development Committee Engr. Charlito G. Rodriguez – General Manager B Aurea O. Adrados – Department Manager B Loreto Q. Palad – Division Manager B Edzel L. Lintag – Division Manager B Maria Victoria G. Tungol – Supervising Customer Service Officer
4. None	4. Prepare office order for the purpose.	None	5 minutes	Human Resource Division Manager Loreto Q. Palad – Division Manager B



5. None	5. Prepare voucher by the Finance Department.	None	10 minutes	Budget Officer Maribelle C. Enriquez – Accounting Processor B
6. Attend the seminar/training	6. Pay the training or seminar fee.	None	1 day	Finance Services Department Angeline M. Santos – Cashier C
7. Answer the Level 1 Reaction “SMILEY” Evaluation.	7. Received Level 1 Reaction “SMILEY” Evaluation.	None	5 minutes	Human Resource Division Manager Loreto Q. Palad – Division Manager B
8. Echoing of seminars attended in flag ceremony.	8. Schedule the echoing of seminars	None	10 minutes	Human Resource Division Manager Loreto Q. Palad – Division Manager B
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 Bernadette E. Paguio – IRDA A
Total:		None	1 day, 2 hours and 55 minutes	



27. Promotion Procedure

Promotion process of the Balanga Water District.

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	<i>Human Resource Division</i> Loreto Q. Palad – Division Manager B
2. None	2. All department/divisions manager are informed of the vacant position for promotion.	None	1 day	<i>Human Resource Division</i> Loreto Q. Palad – Division Manager B
3. Applicants file their application.	3. Receive the Application	None	1 day	<i>Human Resource Division</i> Loreto Q. Palad – Division Manager B
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	<i>Personnel Selection Board</i> Engr. Charlito G. Rodriguez – General Manager B Aurea O. Adrados – Department Manager B Loreto Q. Palad – Division Manager B Marklie M. Paguio – Water Maintenance General Foreman Maria Gaybriel G. Datu – Senior Financial Planning Specialist



5. None	5. If no, notify applicant not qualified for the position. If yes, continue to Personnel Selection Board (PSB) Criteria.	None	1 day	<i>Personnel Selection Board</i> Engr. Charlito G. Rodriguez – General Manager B Aurea O. Adrados – Department Manager B Loreto Q. Palad – Division Manager B Marklie M. Paguio – Water Maintenance General Foreman Maria Gaybriel G. Datu – Senior Financial Planning Specialist
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	<i>Personnel Selection Board</i> Engr. Charlito G. Rodriguez – General Manager B Aurea O. Adrados – Department Manager B Loreto Q. Palad – Division Manager B Marklie M. Paguio – Water Maintenance General Foreman Maria Gaybriel G. Datu – Senior Financial Planning Specialist
7. None	7. Issue signed Appointment in accordance with the provisions of the District's Merit Selection Plan.	None	1 day	<i>General Manager</i> Engr. Charlito G. Rodriguez – General Manager B <i>Human Resource Division</i> Loreto Q. Palad – Division Manager B
Total:		None	7 days	



28. Reclassification / Re-categorization Procedure

To provide a system for classifying new positions and reclassifying established positions.

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	<i>Personnel Selection Board</i> Engr. Charlito G. Rodriguez – General Manager B Aurea O. Adrados – Department Manager B Loreto Q. Palad – Division Manager B Marklie M. Paguio – Water Maintenance General Foreman Maria Gaybriel G. Datu – Senior Financial Planning Specialist <i>Department & Division Managers</i>
2. None	2. Approval of the Board of Directors (BOD).	None	4 hours	<i>Board of Directors</i> Atty. Porfirio DG. Panganiban Dir. Ephraim L. Valdecañas Engr. Oscar B. Banzon Dra. Jocelyn A. Ilaya Engr. Imelda T. Rubiano
3. None	3. If approved, prepare board resolution.	None	4 hours	<i>Board of Directors</i> Atty. Porfirio DG. Panganiban Dir. Ephraim L. Valdecañas Engr. Oscar B. Banzon Dra. Jocelyn A. Ilaya



				Engr. Imelda T. Rubiano
4. None	<p>4. Submit the following to Department of Budget and Management (DBM):</p> <p>a. Proposed Organizational Structure Staffing Program;</p> <p>b. Computation of the Annual PS Cost of the proposed position;</p> <p>c. Board Resolution (BR);</p> <p>d. Existing and Proposed Organizational Chart;</p> <p>e. Availability of Funds and Bank Certificate;</p> <p>f. Latest Financial Statement;</p> <p>g. Position Description Form and Latest post.</p>	None	7 days	<p><i>Human Resource Division</i> Loreto Q. Palad – Division Manager B</p> <p><i>Finance Department</i> Jeanne M. Carpio – Department Manager B</p>
5. None	5. Approval by the Department of Budget and Management (DBM).	None	14 days	<p><i>Human Resource Division</i> Loreto Q. Palad – Division Manager B</p>
6. None	6. If approved, prepare board resolution for the effectivity of reclassification/ re-categorization.	None	4 hours	<p><i>Board of Directors</i> Atty. Porfirio DG. Panganiban Dir. Ephraim L. Valdecañas Engr. Oscar B. Banzon Dra. Jocelyn A. Ilaya Engr. Imelda T. Rubiano</p>



7. None	<p>7. Prepare the following for the Reclassification/ Re-categorization positions:</p> <p>a. RAI — Report on Appointments issued;</p> <p>b. Appointment (CSC Form no, 33-B Revised 2018);</p> <p>c. Personal Data Sheet (PDS);</p> <p>d. Original Copy of Authenticated Certificate of Eligibility/ Rating;</p> <p>e. Position Description Form (PDF);</p> <p>f. Oath of Office;</p> <p>g. Certificate of Assumption of Duty;</p> <p>h. Performance Rating- last rating period at least Very Satisfactory (VS).</p>	None	7 days	<p><i>Human Resource Division</i> Loreto Q. Palad – Division Manager B Bernadette E. Paguio – IRDA A</p>
Total:		None	30 days	



29. Availment of Leave Procedure

Guide on how to approved or reject leave request of the employees based on the rules and guidelines of Balanga Water District.

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		
1. Leave Form (1pc., Original)		Human Resource		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Leave Form	1. The Human Resource Division Manager processed the leave form. The leave form will be approved based on the leave benefits guidelines.	None	5 minutes	<i>Human Resource Division</i> Loreto Q. Palad – Division Manager B
2. None	2. If approved, the Human Resource Division will deduct the leave credits used base on the leave form approved. 2.1 The employee can now use the leave benefits approved by the Human Resource Division. If the leave form is not file on time the employee will mark absent for day/s the employee didn't go to work.	None	5 minutes	<i>Human Resource Division</i> Loreto Q. Palad – Division Manager B Bernadette E. Paguio – IRDA A



3. None	3. The Human Resource Manager will generate a list of employees who did not file leave from on time for the month. 3.1 Submit the List to Finance Department for the processing of Leave Without Pay.	None	5 minutes	<i>Human Resource Division Manager</i> Loreto Q. Palad – Division Manager B
Total:		None	15 minutes	



30. Monetization of Leave Credits Procedure

How to approved or reject monetization of leave credits of employees based on rules and guidelines of BLWD.

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		
1. 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. Approved monetization of leave credits based on the leave credits monetization guidelines.	None	10 minutes	<i>Human Resource Division Manager</i> Loreto Q. Palad – Division Manager B
2. None	2. If approved, compute the monetized value of leave credits based on the leaved credits monetization guidelines.	None	10 minutes	<i>Human Resource Division Manager</i> Loreto Q. Palad – Division Manager B
3. None	3. Submit the approved Forms to the Finance Department for the processing of monetization to be credited to ATM Payroll or thru check.	None	3 minutes	<i>Human Resource Division Manager</i> Loreto Q. Palad – Division Manager B
Total:		None	23 minutes	



31. 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	3 minutes	<i>Human Resource Personnel</i> Bernadette E. Paguio – IRDA A
2. None	2. Print and Validate the Service Record of the employee	None	10 minutes	<i>Human Resource Personnel</i> Bernadette E. Paguio – IRDA A
3. None	3. Approve and Release the Service Record of the employee	None	3 minutes	<i>Human Resource Division Manager</i> Loreto Q. Palad – Division Manager B
Total:		None	16 minutes	



32. 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	<i>Human Resource Personnel</i> Bernadette E. Paguio – IRDA A
2. None	2. Validate and approve the Leave Form.	None	10 minutes	<i>Human Resource Division Manager</i> Loreto Q. Palad – Division Manager B <i>General Manager</i> Engr. Charlito G. Rodriguez – General Manager B
3. None	3. Submit the Leave Form to the Accounting Department for the Releasing of the Terminal Leave.	None	3 minutes	<i>Human Resource Personnel</i> Bernadette E. Paguio – IRDA A
Total:		None	23 minutes	



33. 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	<i>Human Resource Personnel</i> Bernadette E. Paguio – IRDA A
2. None	2. Generate Certificate of Employment of the requesting employee.	None	5 minutes	<i>Human Resource Personnel</i> Bernadette E. Paguio – IRDA A
3. None	3. Validate, approve and release the Certificate of Employment	None	5 minutes	<i>Human Resource Division Manager</i> Loreto Q. Palad – Division Manager B
Total:		None	20 minutes	



34. 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 applicable) (1pc., Original)	Supplier	
13. Official Receipt (1pc., Original)	Supplier	
14. Incident Report Form for repair/replacement of PPE and as needed (1pc., Original or Photocopy)	Concerned Department	
15. Waste Materials Report for replacement of tire and battery (1pc., Original or Photocopy)	Senior Supplies Officer	
16. Device Maintenance Report for replacement/repair and maintenance of IT Equipment (1pc., Original or Photocopy)	BLWD-Administrative Department	
17. Motor Vehicle Incident/Maintenance Report Form for Repair and Maintenance of office vehicles (1pc., Original or Photocopy)	BLWD-Administrative Dept. and Water Resources Division	
18. Request letter for Deposit to suppliers' Bank Account (if applicable, 1pc., Original)	Supplier	
19. BIR Form 2307 (2pcs., Original)	Senior Accounting Processor B	
20. Property transfer slip for transfer of PPE (Custodian) (If applicable, 1 pc., Original or Photocopy)	Senior Supply Officer	
21. Lost/Broken Equipment Form for lost and broken Equipment (1pc. Original/Photocopy)	Senior Supply Officer	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, check JEV and then forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Approves the Disbursement Voucher and Journal Entry Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and then forward it to General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)



8. None	8. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
9. Claims the check to the Supervising Cashier and issue official receipt.	9. Releases the check and BIR Form No. 2307 to supplier.	None	3 minutes	Angeline M. Santos (Cashier C)
Total:		None	40 minutes	



35. 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/Photocopy)	Bid and Awards Committee	
12. Notice to proceed (1pc., Original/Photocopy)	Bid and Awards Committee	
13. Warranty (if applicable) (1pc., Original)	Supplier	
14. Official Receipt (1pc., Original)	Supplier	
15. Incident Report Form for repair/replacement of PPE and as needed (1pc., Original or Photocopy)	Concerned Department	
16. Waste Materials Report for replacement of tire and battery (1pc., Original or Photocopy)	Senior Supplies Officer	
17. Device Maintenance Report for replacement/repair and maintenance of IT Equipment (1pc., Original or Photocopy)	BLWD-Administrative Department	
18. Motor Vehicle Incident/Maintenance Report Form for Repair and Maintenance of office vehicles (1pc., Original or Photocopy)	BLWD-Administrative Dept. and Water Resources Division	
19. Request Letter for Deposit to Suppliers' Bank Account (if applicable, 1pc., Original)	Supplier	
20. BIR Form 2307 (2pcs., Original)	Senior Accounting Processor B	
21. Property transfer slip for transfer of PPE (Custodian) (If applicable, 1 pc., Original or Photocopy)	Senior Supply Officer	
22. Emergency Justification during emergency purchased (1pc., Original)	Concerned Department	
23. Lost/Broken Equipment Form for lost and broken Equipment (1pc. Original/Photocopy)	Senior Supply Officer	



24. Notarized Omnibus Sworn Statement (1pc, Original/Photocopy)		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, check JEV and then forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Approves the Disbursement Voucher and Journal Entry Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)



7. None	7. Signs the checks and then forward it to General Manager	None	<i>2 minutes</i>	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	<i>3 minutes</i>	Engr. Charlito G. Rodriguez (General Manager)
9. Claims the check to the Supervising Cashier and issue official receipt.	9. Releases the check and BIR Form No. 2307 to supplier.	None	<i>3 minutes</i>	Angeline M. Santos (Cashier C)
Total:		None	40 minutes	



36. 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		
5. Incident Report Form for repair/replacement of PPE and as needed (1pc., Original or Photocopy)		Concerned Department		
6. Device Maintenance Report for replacement/repair and maintenance of IT Equipment (1pc., Original or Photocopy)		BLWD-Administrative Department		
7. Motor Vehicle Incident/Maintenance Report Form for Repair and Maintenance of office vehicles (1pc., Original or Photocopy)		BLWD-Administrative Dept. and Water Resources Division		
8. Abstract of Quotation (if applicable, 1pc, Original)		Senior Supply Officer		
9. Quotation from 3 suppliers (if applicable, 1pc. per Supplier, Original)		Senior Supply Officer		
10. Request Letter for Deposit to Suppliers' Bank Account (if applicable, 1 pc., Original)		Supplier		
11. BIR Form 2307 (2pcs., Original)		Senior Accounting Processor B		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allot ment necessary, lawful and under his direct	None	3 minutes	Concerned Supervisor



	supervision and signs the BUS.			
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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, check JEV and then forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Approves the Disbursement Voucher and Journal Entry Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and then forward it to General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
9. Claims the check to the Supervising Cashier and issue official receipt.	9. Releases the check and BIR Form No. 2307 to supplier.	None	3 minutes	Angeline M. Santos (Cashier C)
Total:		None	40 minutes	



37. 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 A		
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		
13. Incident Report Form for repair/replacement of PPE and as needed (1pc., Original or Photocopy)		Concerned Department		
14. Device Maintenance Report for replacement/repair and maintenance of IT Equipment (1pc., Original or Photocopy)		BLWD-Administrative Department		
15. Motor Vehicle Incident/Maintenance Report Form for Repair and Maintenance of office vehicles (1pc., Original or Photocopy)		BLWD-Administrative Dept. and Water Resources Division		
16. Emergency Justification during emergency purchased (1pc., Original)		Concerned Department		
17. Notarized Omnibus Sworn Statement (1pc, Original/Photocopy)		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)



2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, check JEV and then forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Approves the Disbursement Voucher and Journal Entry Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and then forward it to General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
9. Claims the check to the Supervising Cashier and issue official receipt.	9. Releases the check and BIR Form No. 2307 to supplier.	None	3 minutes	Angeline M. Santos (Cashier C)
Total:		None	40 minutes	



38. 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 A		
2. Administrative Order or DBM Circular (for bonuses & benefits) (1pc., Photocopy)		Senior Financial Planning Specialist		
3. Payroll Register (2pcs., Original)		Senior Corporate Budget Analyst		
4. Daily Time Record (for payment of RATA & Overtime) (1pc., Original)		BLWD - Administrative Division		
5. List of employees receiving the bonuses & other benefits & refund of loans (2pcs., Original)		Senior Financial Planning Specialist		
6. Application for Leave (for monetization of leave benefits) (1pc., Photocopy)		Human Resource Division		
7. Authority to Render Overtime (for payment of OT) (1pc., Original)		Concerned Department		
8. Leave Credits Monetization Form (for monetization of sick leave) (1pc., Photocopy)		Human Resource Division		
9. Actual Performance for Overtime (1pc., Original)		Concerned Department		
10. Job Order (1pc., Original)		BLWD-Administrative Department		
11. Accomplishment Report (1pc., Original)		BLWD-Administrative Department		
12. Authorization to Grant PBB (for PBB, 1pc., Original)		LWUA		
13. Certificate of Appearance/Any Valid Documents serve as proof of appearance for Travel Allowance (1pc, Original)		Concerned Agency/Company/Establishment		
14. Certificate of Travel Completed for Travel Allowance (1pc, Original)		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	Maria Gaybriel G. Datu (Senior Financial Planning Specialist)
2. None	2. Prepares and encode the Payroll Register to LGPS then print LGPR.	None	30 minutes	Elsa E. De Leon (Accounting Processor B)
3. None	3. Accepts complete attachments and prepare the Disbursement	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)



	Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to Admin. & Human Resource Dept. Manager			
4. None	4. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Aurea O. Adrados (Administrative & Human Resource Dept. Manager)
5. None	5. 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
6. None	6. Certifies and signs the correctness of DV and supporting documents, checks JEV and then forwards it to the Senior Financial Planning Specialist.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
7. None	7. Approves the DV, JEV and supporting documents.	None	4 minutes	Engr. Charlito G. Rodriguez (General Manager)
8. None	8. Upload the payroll thru Landbank weAccess Internet Banking	None	4 minutes	Francess Dianna B. Ponce (Sr. Corporate Budget Analyst)
9. None	9. Authorize and submit the atm payroll transaction thru Landbank weAccess Internet Banking	None	4 minutes	Jeanne M. Carpio (Finance Dept. Manager)
Total:		None	1 hour and 23 minutes	



39. 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)		Senior Financial Planning Specialist		
2. Payroll Register (2pcs., Original)		Senior Corporate Budget Analyst		
3. List of Employees with leave without pay (1pc., Original)		Human Resource Division		
4. 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	Maria Gaybriel G. Datu (Senior Financial Planning Specialist)
2. None	2. Prepares and encode the Payroll Register to LGPS then print LGPR.	None	30 minutes	Francess Dianna B. Ponce (Sr. Corporate Budget Analyst)
3. None	3. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to Admin. & Human Resource Dept. Manager	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
4. None	4. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Aurea O. Adrados (Administrative & Human Resource Dept. Manager)
5. None	5. Checks items in the Budget Utilization Slip if included in the Budget. Certifies the BUS and forwards it	None	10 minutes	Rosario P. Legaspi (Cash Mngt. Division Manager)



	to Finance Dept. Manager.			
6. None	6. Certifies and signs the correctness of DV and supporting documents, checks JEV and then forwards it to the Senior Financial Planning Specialist.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
7. None	7. Approves the DV, JEV and supporting documents.	None	4 minutes	Engr. Charlito G. Rodriguez (General Manager)
8. None	8. Upload the payroll thru Landbank weAccess Internet Banking	None	4 minutes	Francess Dianna B. Ponce (Sr. Corporate Budget Analyst)
9. None	9. Authorize and submit the atm payroll transaction thru Landbank weAccess Internet Banking	None	4 minutes	Jeanne M. Carpio (Finance Dept. Manager)
Total:		None	2 hours and 8 minutes	



40. 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, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, checks JEV and then forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)



5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and the checks and then forward it to General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
9. None	9. Encashed the check to bank.	None	30 minutes	Angeline M. Santos (Cashier C)
10. None	10. Releases the cash to job order employees.	None	20 minutes	Angeline M. Santos (Cashier C)
Total:		None	1 hour and 27 minutes	



41. 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, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/ allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned Supervisor
3. None	3. Certifies the BUS and forwards it to Finance Dept. Manager	None	10 minutes	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting Documents, checks JEV and the forwards it to	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)



	the General Manager.			
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	<i>3 minutes</i>	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	<i>3 minutes</i>	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and then forward it to General Manager	None	<i>2 minutes</i>	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	<i>3 minutes</i>	Engr. Charlito G. Rodriguez (General Manager)
9. Claims the check to the Supervising Cashier and issue official receipt.	9. Releases the check to supplier.	None	<i>3 minutes</i>	Angeline M. Santos (Cashier C)
Total:		None	40 minutes	



42. 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	Sheila C. Baluyot (Sr Fin. Planning Specialist)
2. None	2. Review and approves the Petty Cash Fund Voucher.	None	3 minutes	Editha J. Gozon (Commercial Department Manager)
3. Claims the refund to the Senior Accounting Processor A	3. Releases the cash to concessionaire.	None	3 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
Total:		None	11 minutes	



43. 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, committee & 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		
7. Minutes of the Meeting (For Department, Committee Meeting 1pc., Photocopy)		Concerned Department		
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	Sheila C. Baluyot (Sr Fin. Planning Specialist)
2. None	2. Review and approves the Petty Cash Fund Voucher.	None	3 minutes	Concerned Department Manager
3. Claims the refund to the Senior Accounting Processor A	3. Releases the cash to officers / employees.	None	3 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
Total:		None	11 minutes	



44. 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		
4. Minutes of the Meeting (For Department, Committee Meeting 1pc., Photocopy)		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, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)



4. None	4. Certifies and signs the correctness of DV and supporting documents, check JEV and then forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Approves the Disbursement Voucher and Journal Entry Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and then forward it to General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
9. Claims the check to the Supervising Cashier and issue official receipt.	9. Releases the check and BIR Form No. 2307 to supplier.	None	3 minutes	Angeline M. Santos (Cashier C)
Total:		None	40 minutes	



45. 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, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, check JEV and then forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Approves the Disbursement Voucher and Journal Entry	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)



	Voucher			
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	<i>3 minutes</i>	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and then forward it to General Manager	None	<i>2 minutes</i>	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	<i>3 minutes</i>	Engr. Charlito G. Rodriguez (General Manager)
9. Claims the check to the Supervising Cashier and issue official receipt.	9. Releases the check and BIR Form No. 2307 to supplier.	None	<i>3 minutes</i>	Angeline M. Santos (Cashier C)
Total:		None	40 minutes	



46. 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)		Senior Accounting Processor B		
2. Attendance Sheet of Board of Director's Meeting (1pc., Photocopy)		Public Relations Assistant A		
3. Official Receipts of Expenses to be reimbursed (for BODs' misc. exp.) (1pc., Original)		Board of Directors		
4. Schedule of Reimbursable Expenses & BODs		Senior Accounting Processor B		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, checks JEV and the forwards it to the General	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)



	Manager.			
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
7. None	7. Signs the checks and then forward it to General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8.. None	8. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
9. None	9. Encashed the check to bank.	None	30 minutes	Angeline M. Santos (Cashier C)
10. None	10. Prepares the payroll of BODs.	None	15 minutes	Angeline M. Santos (Cashier C)
11. None	11. Releases the payroll envelope to BODs.	None	5 minutes	Angeline M. Santos (Cashier C)
Total:		None	1 hour and 27 minutes	



47. 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:	Petty Cash Fund Custodian			
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, committee & board meetings) (1pc., Original – Department / Committee 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	Sheila C. Baluyot (Petty Cash Fund Custodian)
2. None	2. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)



3. None	3. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	10 minutes	Rosario P. Legaspi (Cash Mngt. Division Manager)
5. None	5. Certifies and signs the correctness of DV and supporting documents, checks JEV and the forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
6. None	6. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
7. None	7. Prepare the check & forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
8. None	8. Signs the checks and then forward it to General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
9. None	9. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
10. None	10. Encashed the check to bank.	None	30 minutes	Sheila C. Baluyot (Petty Cash Fund Custodian)
Total:		None	1 hour and 22 minutes	



48. 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		
2. Official Receipts (1pc., Original)		LWUA/DBP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned 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	Rosario P. Legaspi (Cash Mngt. Division Manager)
4. None	4. Certifies and signs the correctness of DV and supporting documents, checks JEV and the forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Approves the Disbursement Voucher and Journal Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
6. None	6. Prepare the check & forward it to Senior Financial Planning	None	3 minutes	Angeline M. Santos (Cashier C)



	Specialist			
7. None	7. Signs the checks and then forward it to General Manager	None	<i>2 minutes</i>	Sheila C. Baluyot (Sr Fin. Planning Specialist)
8. None	8. Countersigns the check.	None	<i>3 minutes</i>	Engr. Charlito G. Rodriguez (General Manager)
9. None	9. Deposit Check to Landbank account of LWUA (for Lwua Loan); Release check to DBP (for DBP Loan).	None	<i>5 minutes</i>	Angeline M. Santos (Cashier C)
Total:		None	42 minutes	



49. 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 B		
2. Authority to Debit/Credit Form (2pcs., 1 Original & 1 Photocopy)		Cashier C		
3. System generated remittances report (2pcs., Original)		Senior Accounting Processor B		
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	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Checks the Schedule of Pag-ibig/Philhealth Remittances.	None	30 minutes	Maria Gaybriel G. Datu (Senior Financial Planning Specialist)
3. None	3. Accepts complete attachments and prepare the Disbursement Voucher & Journal Entry Voucher	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
4. None	4. Certifies and signs the correctness of DV and supporting documents, checks JEV and then forwards it to the Cashier C.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
5. None	5. Prepare the Authority to Debit/Credit form & then forwards it to Senior Financial Planning Specialist	None	2 minutes	Angeline M. Santos (Cashier C)
6. None	6. Authority to Debit/Credit Form.	None	1 minutes	Maria Gaybriel G. Datu (Senior Financial Planning Specialist)



7. None	7. Approves the DV and supporting documents.	None	4 minutes	Engr. Charlito G. Rodriguez (General Manager)
8. None	8. Submit Authority to Debit/Credit Form to DBP	None	15 minutes	Angeline M. Santos (Cashier C)
9. None	9. Update data in EGOV System	None	15 minutes	Maribelle C. Enriquez (Accounting Processor B)
10. None	10. Upload remittances to DBP Egov Beta website.	None	15 minutes	Maribelle C. Enriquez (Accounting Processor B)
Total:		None	2 hours and 35 minutes	



50. 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 B		
2. BIR Form 1601C, 1600, 1601EQ, 2551Q		Senior Accounting Processor B		
3. EFPS Payment Form		Senior Accounting Processor B		
4. BIR Confirmation Receipt		Senior Accounting Processor B		
5. System generated remittances report		Senior Accounting Processor B		
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	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Checks the Schedule of BIR Remittances.	None	30 minutes	Maria Gaybriel G. Datu (Senior Financial Planning Specialist)
3. None	3. Upload online report to BIR Website (EFPS).	None	30 minutes	Maribelle C. Enriquez (Accounting Processor B)
4. None	4. Prepares Disbursement Voucher & Journal Entry Voucher	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
5. None	5. Certifies and signs the correctness of DV and supporting documents and checks JEV	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
6. None	6. Approves the DV, JEV and supporting documents.	None	4 minutes	Engr. Charlito G. Rodriguez (General Manager)
Total:		None	2 hours and 17 minutes	



51. 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 B		
2. Statement of Payroll Deduction (for Pag-ibig Housing Loan Amortization) (3pcs., Original)		Senior Accounting Processor B		
3. System generated remittances report (for GSIS) (2 pcs., Original)		Senior Accounting Processor B		
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	Maribelle C. Enriquez (Accounting Processor B)
2. None	2. Checks the Schedule of Government Remittances.	None	30 minutes	Maria Gaybriel G. Datu (Senior Financial Planning Specialist)
3. None	3. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment.	None	10 minutes	Maribelle C. Enriquez (Accounting Processor B)
4. None	4. Certifies that the charges to appropriation/allotment necessary, lawful and under his direct supervision and signs the BUS.	None	3 minutes	Concerned Supervisor
5. None	5. Checks items in the Budget Utilization Slip if included in the Budget.	None	10 minutes	Rosario P. Legaspi (Cash Mngt. 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, checks JEV and the forwards it to the General Manager.	None	3 minutes	Jeanne M. Carpio (Finance Dept. Manager)
7. None	7. Approves the Disbursement Voucher and Journal Entry Voucher	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
8. None	8. Prepares check & then forward it to Senior Financial Planning Specialist	None	3 minutes	Angeline M. Santos (Cashier C)
9. None	9. Signs the checks and then forward it to the General Manager	None	2 minutes	Sheila C. Baluyot (Sr Fin. Planning Specialist)
10. None	10. Countersigns the check.	None	3 minutes	Engr. Charlito G. Rodriguez (General Manager)
11. None	11. Forwards the check and DV to Liaison Officer for payment to Govt. Offices	None	3 minutes	Angeline M. Santos (Cashier C)
Total:		None	2 hours and 10 minutes	



52. 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 deep well source, labels the bottles of water samples with sample source, date and time of sampling.	None	2 days (16 samples)	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
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	
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	
4. None	4. Submit the result of Bacte test of water sample to LWUA.	None	2 days	Edzel L. Lintag (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	Edzel L. Lintag (Division Manager B)
Total:		PHP6,400.00	4 days and 10 hours	



53. 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	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
2. None	2. Insert the tube into the left opening of the comparator.	None	3 minutes	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
3. None	3. Fill another tube to the first (5ml) line with the sample	None	3 minutes	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
4. None	4. Add one DPD Free Chlorine reagent Powder Pillow to the second tube, Swirl to mix.	None	5 minutes	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
5. None	5. Insert the second tube into the right		3 minutes	Edzel L. Lintag (Division Manager B)



	opening of the comparator.	None		Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
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 front windows match. The best match might occur between two color segments.	None	<i>3 minutes</i>	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
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>	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
8. None	8. Record daily results in the log book.	None	<i>3 minutes</i>	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
9. None	9. Submits the result of Monthly Chlorine Residual report of water samples to LWUA.	None	<i>2 days</i>	Edzel L. Lintag (Division Manager B)
10. None	10. Files the result for monitoring the Chlorine Residual.	None	<i>2 hours</i>	Edzel L. Lintag (Division Manager B)
Total:		None	<i>2 days, 2 hours and 26 minutes</i>	



54. 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 deep well source, labels the bottles of water samples with sample source, date and time of sampling.	None	2 days (40 samples)	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
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	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
3. None	3. Receives the result of Physical / Chemical Test of water samples 1 month after the submission of samples.	None	1 day	Edzel L. Lintag (Division Manager B) Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)
4. None	4. Submit the results of Annual Physical / Chemical Test of water samples to LWUA.	None	2 days	Edzel L. Lintag (Division Manager B)
5. None	5. Files the result of Annual Physical /		2 hours	Edzel L. Lintag (Division Manager B)



	Chemical Test of water samples for monitoring of water quality of water sources.	None		
	Total:	PHP 92,000.00	6 days and 2 hour	



55. 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>	Jose Nilo Alex M. Ongoco, Renato L. Rueda (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
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>	<p>Jose Nilo Alex M. Ongoco, Renato L. Rueda (Water Utilities Management Officer A)</p> <p>Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman)</p> <p>Eduardo M. San Blas (Customer Service Assistant B)</p> <p>Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A)</p> <p>Robert A. Manalaotao (Water Resources Facilities Operator B)</p> <p>Arnold P. Acerbo (Water Resources Facilities Tender B)</p>
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>	<p>Jose Nilo Alex M. Ongoco, Renato L. Rueda (Water Utilities Management Officer A)</p> <p>Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman)</p> <p>Eduardo M. San Blas (Customer Service</p>



56. 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:		G2C – Government to Citizen, 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	Edzel L. Lintag (Division Manager B)
2. None	2. The pump operator oversees the daily operation of the pumping equipment.	None	daily	Jose Nilo Alex M. Ongoco, Renato L. Rueda (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)



3. None	3. The pump operator ensure disinfection of the supplied water.	None	<i>daily</i>	<p>Jose Nilo Alex M. Ongoco, Renato L. Rueda (Water Utilities Management Officer A)</p> <p>Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman)</p> <p>Eduardo M. San Blas (Customer Service Assistant B)</p> <p>Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A)</p> <p>Robert A. Manalaotao (Water Resources Facilities Operator B)</p> <p>Arnold P. Acerbo (Water Resources Facilities Tender B)</p>
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	<i>1 day</i>	<p>Edzel L. Lintag (Division Manager B)</p> <p>Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A)</p> <p>Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman)</p> <p>Eduardo M. San Blas (Customer Service Assistant B)</p> <p>Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A)</p>



				Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
	Total:	None	Pump Operation and Water Disinfection – Daily Evaluation of Capacities of well sources and Monitoring of supplied Water – 2 days	



57.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	Maricel L. De Asis (Customer Service Asst. A) Armin R. Cabrera (Utilities/Customer Service D)
2. None	2. The Water Resources Division Head will give the Maintenance Oder to the Water Resources personnel to accomplish it within 24 hours upon receipt of the maintenance order.	None	5 minutes	Edzel L. Lintag (Division Manager B) Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo



				(Water Resources Facilities Tender 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	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
4. None	4. The Water Resources Division Head received the accomplished maintenance Order from the Water Resources Personnel and then log it to the computer.	None	5 minutes	Edzel L. Lintag (Division Manager B) Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas



				(Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
Total:		None	<i>1 day and 15 minutes</i>	



58. 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	Maricel L. De Asis (Customer Service Asst. A) Armin R. Cabrera (Utilities/Customer Service D)
2. None	2. The Water Resources Division Head will give the Maintenance Oder to the Water Resources personnel to accomplish it within 2 days upon receipt of the maintenance order.	None	5 minutes	Edzel L. Lintag (Division Manager B) Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo



				(Water Resources Facilities Tender 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	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
4. None	4. The Water Resources Division Head received the accomplished maintenance Order from the Water Resources Personnel and then log it to the computer.	None	5 minutes	Edzel L. Lintag (Division Manager B) Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service



				Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
Total:		None	<i>2 days and 15 minutes</i>	



59. 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	Maricel L. De Asis (Customer Service Asst. A) Armin R. Cabrera (Utilities/Customer Service D)
2. None	2. The Water Resources Division Head will give the Maintenance Oder to the Water Resources personnel to accomplish it within 2 days upon receipt of the maintenance order.	None	5 minutes	Edzel L. Lintag (Division Manager B) Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources



				Facilities Tender 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	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
4. None	4. The Water Resources Division Head received the accomplished maintenance Order from the Water Resources Personnel and then log it to the computer.	None	5 minutes	Edzel L. Lintag (Division Manager B) Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service



				Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
Total:		None	<i>2 days and 15 minutes</i>	



60. PULL-OUT AND INSTALLATION OF SUBMERSIBLE PUMP AND MOTOR

Process of pull-out and installation of deep well submersible pumps and motors.

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. The Water Resources Division Manager will receive an equipment incident report. Then, he will prepare a report for replacement/transfer of equipment that will be submitted to the Finance and Admin Department.	None	5 minutes	Edzel L. Lintag (Division Manager B)
2. None	2. Prepare the tools, tripod, chain block, and riser pipes that are needed for the pull-out and installation of the equipment.	None	1 hour	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)



3. None	3. Fill-up the safety inspection checklist.	None	<i>3 minutes</i>	Argie E. Galiste (Water Resources Facilities Operator A)
4. None	4. Assemble the tripod, then attach the chain block. Then, pull-out the riser pipes.	None	<i>1 hour (for assembling the tripod) 45 minutes per riser pipe</i>	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
5. None	5. If the submersible pump and/or motor is for transfer, install the submersible pump and/or motor. And, if the submersible pump or motor is already unserviceable, replace it with a pump or motor that has the same specifications.	None	<i>30 minutes</i>	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A)



				Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
6. None	6. Install the riser pipes.	None	<i>45 minutes per riser pipe</i>	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
7. None	7. After the installation of the pump, motor, and riser pipes, assemble the discharge line and test line for instances that it was needed to be disassembled.	None	<i>30 minutes</i>	
8. None	8. The engineer will gather data and determine what operating pressure should be established.	None	<i>20 minutes</i>	Engr. Arjay D. Castillo (Engineer B)
9. None	9. Conduct flushing until the water is clean. Then, connect the source to the distribution line if the water is totally clean.	None	<i>2 hours</i>	Renato L. Rueda, Jose Nilo Alex M. Ongoco (Water Utilities Management Officer A) Crisanto D. Evangelista, Francisco D. Javier
10. None	10. Disassemble the tripod	None	<i>1 hour</i>	



11. None	11. Clean the area and properly keep the tools.	None	30 minutes	Jr., Ronald L. Niepes (Water Resources Facilities Operator Foreman) Eduardo M. San Blas (Customer Service Assistant B) Argie E. Galiste, Jayson D. Mercado (Water Resources Facilities Operator A) Robert A. Manalaotao (Water Resources Facilities Operator B) Arnold P. Acerbo (Water Resources Facilities Tender B)
12. None	12. Turn over the unserviceable pump/motor for the inventory.	None	5 minutes	
Total:		None	7 hours and 5 minutes + 45 minutes per riser pipe.	



61. 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. Management / Construction Maintenance Head conducts feasibility study and determines the viability of the proposed project, cost wise and service wise.	None	2 days	Marklie M. Paguio (Water Maintenance General Foreman)
2. None	2. If feasible, the management/CMH prepares detailed engineering design cost estimates and program of work.	None	1 day	Marklie M. Paguio (Water Maintenance General Foreman)
3. None	3. Present the proposed program of work together with the certificate of availability of funds for the Board's approval	None	2 hours	Atty. Porfirio DG. Panganiban (Chairman / Professional Sector) Jeanne M. Carpio (Department Manager B)



4. None	4. Project is subjected to Bidding process from the posting of the project in the Philgeps up to the award of contract.	None	<i>21 days</i>	Aurea O. Adrados (Department Manager B)
5. None	5. The winning contractor do the job under the monitoring and supervision of the Construction Maintenance Head	None	<i>3 months</i>	Contractor
6. None	6. The Management / Board of Directors accepts the project upon completion	None	<i>2 hours</i>	Engr. Charlito G. Rodriguez (General Manager B) Atty. Porfirio DG. Panganiban (Chairman / Professional Sector)
Total:		None	<i>3 months, 24 days and 4 hours</i>	



62. 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. Receive Maintenance Order.	1. The Customer Service Officer forward Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Marklie M. Paguio (Water Maintenance General Foreman) Maricel L. De Asis (Customer Service Asst. A)
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	Marklie M. Paguio (Water Maintenance General Foreman) Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A)



				Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo (Utility Worker II)
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	Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A) Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero,



				Juanito S. Bernardo (Utility Worker II)
4. None	4. The Construction and Maintenance Division Head receives the accomplished maintenance order from the Water Maintenance Personnel and forwards it to Storekeeper for issuance of materials.	None	<i>5 minutes</i>	Marklie M. Paguio (Water Maintenance General Foreman)
5. None	5. a). Simple The Water Maintenance Personnel proceed back to site to conduct repair of service line leak.	None	<i>2 hours and 40 minutes</i>	Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head)
	b). Complex The Water Maintenance Personnel proceed back to site to conduct repair of main line leak.	None	<i>8 hours</i>	Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B)
	c). Highly Technical The Water Maintenance Personnel proceed back to site to conduct repair of main line that requires leak detection.	None	<i>1 day</i>	Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A) Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo



				(Utility Worker II)
6. None	6. The Maintenance Division Head receives the Accomplished Maintenance Order from Water Maintenance Personnel, then file for recording.	None	5 minutes	Marklie M. Paguio (Water Maintenance General Foreman)
Total in Simple Classification:		None	5 hours	
Total in Complex Classification:		None	10 hours and 20 minutes	
Total in Highly Technical Classification:		None	1 day, 2 hours and 20 minutes	



63. METER CALIBRATION

Calibration is the process of configuring the water meter to ensure that the instrument is performing as designed and meets the necessary performance requirements put in place by the Balanga Water District.

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	Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A) Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero,
2. None	2. Adjust the reading of water meter flow indicator to zero (0).	None	5 minutes	
3. None	3. Record initial reading of each water meter.	None	5 minutes	
4. None	4. Fill the container at label 25 liters with water.	None	5 minutes	
5. None	5. Record the final reading with each water meter.	None	5 minutes	
6. None	6. Compare the volume, Subtract the final reading to the initial reading.		5 minutes	
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	
8. None	8. Final adjustment of water meter with over / under accuracy.	None	5 minutes	



				Juanito S. Bernardo (Utility Worker II)
Total:		None	<i>40 inutes</i>	



64. METER REPLACEMENT

This procedure is to establish various inquiries regarding meter replacement and to ensure a consistent regulatory approach for installation and maintenance 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. Receive Maintenance Order.	1. The customer service officer forwards the Maintenance Order to the Maintenance Division Head	None	5 minutes	Maricel L. De Asis (Customer Service Asst. A) Marklie M. Paguio (Water Maintenance General Foreman)
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	Marklie M. Paguio (Water Maintenance General Foreman) Louie S. Sevilla (Water Maintenance Man A)
3. None	3. The Construction and Maintenance Division Head forwards maintenance order to the Water Maintenance Personnel to conduct change meter.	None	5 minutes	Marklie M. Paguio (Water Maintenance General Foreman)
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	Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista



				(Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A) Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo (Utility Worker II)
5. None	5. The Maintenance Division Head receives the Accomplished Maintenance Order from Water Maintenance Staff, then file	None	5 minutes	Marklie M. Paguio (Water Maintenance General)



	for recording.			Foreman)
	Total:	None	<i>4 hour and 20 minutes</i>	



65. 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, 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	
2. Requisition Issuance Slip (RIS) (1pc, Original)			Storekeeper	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Maintenance Order	1. The Customer Service Officer forward the Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Maricel L. De Asis (Customer Service Asst. A) Marklie M. Paguio (Water Maintenance General Foreman)
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	Marklie M. Paguio (Water Maintenance General Foreman) Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man)



				<p>A) Earl Chester D. Ramos (Senior Water Maintenance Man B)</p> <p>Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A)</p> <p>Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B)</p> <p>Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C)</p> <p>Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo (Utility Worker II)</p> <p>Louie S. Sevilla (Water Maintenance Man A)</p>
3. None	<p>3 a.) Simple (simple installation, no heavy equipment needed) Maintenance Personnel goes on site to install New Service Connection. Then go back to the office to forward the</p>	None	3 hrs	<p>Marklie M. Paguio (Water Maintenance General Foreman)</p>



	Accomplished Maintenance Order to the Construction and Maintenance Division Head.			Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A)
	b). Complex (complex installation that requires concrete cutting and jack hammer) Maintenance Personnel goes on 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	Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A)
	c). Highly Technical (highly technical installation that requires concrete cutting and jack hammer on areas with at least 1m thickness of concrete for demolition) Maintenance Personnel goes on 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	2 days	Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A)
4. None	4. The Construction and Maintenance Division Head receives the accomplished maintenance Order from the Maintenance Personnel and then logs it to the computer.	None	5 minutes	Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S.



				Bernardo (Utility Worker II)
Total in Simple Classification:	None	3 hours, 20 mins		
Total in Complex Classification:	None	1 day, 20 minutes		
Total in Highly Technical Classification:	None	2 days, 20 minutes		



66. INSPECTION 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Maintenance Order	1. The Customer Service Officer forward the Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Maricel L. De Asis (Customer Service Asst. A) Marklie M. Paguio (Water Maintenance General Foreman)
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	Marklie M. Paguio (Water Maintenance General Foreman) Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D.



				<p>Ramos (Senior Water Maintenance Man B)</p> <p>Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A)</p> <p>Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B)</p> <p>Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C)</p> <p>Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo (Utility Worker II)</p>
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 accomplish Maintenance Order to the Construction and Maintenance Division Head.	None	1 hour	<p>Rolando L. Niepes (Water Maintenance General Foreman)</p> <p>Noel D. Evangelista (Water Maintenance Head)</p> <p>Fernando D. Javier (Senior Water</p>



				<p>Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A) Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo (Utility Worker II)</p>
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	<p>Marklie M. Paguio (Water Maintenance General Foreman) Editha J. Gozon (Division Manager B / Customer Accounts)</p>



				Maria Victoria G. Tungol (Supervising Customer Service)
	Total:	None	<i>1 hour and 15 minutes</i>	



67. 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	Marklie M. Paguio (Water Maintenance General Foreman)
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	Marklie M. Paguio (Water Maintenance General Foreman)
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 lining to absorb as much water as possible.	None	2 days	Marklie M. Paguio (Water Maintenance General Foreman)



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>	Marklie M. Paguio (Water Maintenance General Foreman)
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. #0919-087-0347</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 #0919-087-0348</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	0919 087 0348