



## REPORT ON THE DIGITILIZATION INITIATIVES OR DIGIAL TRANSFORMATION OF EXTERNAL AND INTERNAL SERVICES

The Balanga Water District (BLWD) aims to provide potable and affordable water to the citizens of Balanga City and nearby municipalities. To provide an efficient and effective service to our concessionaires, the Balanga Water District is actively working towards this objective by incorporating digitalization and digitization into some of our operational processes. This strategic approach is aimed at optimizing the efficiency and effectiveness of our customer service, water supply services, ensuring a seamless and technologically advanced experience for our valued concessionaires. Here are some of the initiatives:

### Digitalization

#### Payment Queuing System

As a GOCC, Balanga Water District income comes from the payments of our concessionaires. To provide equal accomodating experience to all our concessionaires, Balanga Water District provides a queueing system to prevent cutting in line and prioritize PWDs, pregnant women, and Senior Citizen.

#### Survey System

Balanga Water District aims to provide better service for our concessionaires and other related parties. To better achieve this, the Balanga Water District digitalize the survey for our concessionaires. The survey format is based on the Harmonized Client Satisfaction Measurement. This system helps the Balanga Water District to minimize the consolidation time for the reports and lessen the use of papers.

#### Online Leave Application

For Balanga Water District employees, the application of leave can be file online. The employees can track and monitor their leave credits using the system. This system help the Balanga Water District to minimize the unfiled leaves of the employees.

### Digitization

#### Citizens Charter

For transparency and compliance, the Citizens Charter of Balanga Water District is available and downloadable at the official website.

In adapting to the rapid pace of technological advancement, the Balanga Water District remains committed to integrating technological solutions for our concessionaires.

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02/26/2024

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02/26/2024

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02/26/2024