



BAGONG PILIPINAS

BAYUGAN WATER DISTRICT

"Providing a **lifeline** for a **lifetime**"

CITIZEN'S CHARTER

4th Edition

CERTIFICATE OF COMPLIANCE

Year: 2024

Pursuant to Republic Act. No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti- Red Tape Act of 2007, and for Other Purposes

I, **FELIPA M. ASIS**, Filipino, of legal age, **General Manager** of the **Bayugan Water District**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **Bayugan Water District** has established its most current and update Citizen’s Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen’s Charter Handbook Edition: 2024, 4th Edition

- 2) The following required forms of posting of the Citizen’s Charter are present:

/	Citizen’s Charter Information billboard <i>(In the form of interactive information kiosks, electronics billboards, posters, tarpaulins standees, others)</i>
/	Citizen’s Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
/	Official website/ Online Posting

- 3) The Citizen’s Charter Information Billboard enumerates the following information:

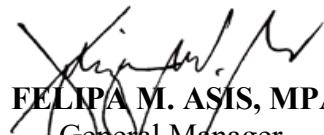
- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen’s Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services)
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of services;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;

- vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
-
- c. Procedure for filing complaints and feedback;
 - d. Contract Information of ARTA, Presidential Complaints Center (PCC), and CSC Contract Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
-
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/ counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official websites or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/ or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with foregoing statements that can be validated by the Authority.


FELIPA M. ASIS, MPA
General Manager
Bayugan Water District

I. MANDATE

PURSUANT TO PRESIDENTIAL DECREE NO. 198 (PROVINCIAL WATER UTILITIES ACT OF 1973), THE BAYUGAN WATER DISTRICT WAS FORMED FOR THE PURPOSE OF THE FOLLOWING:

SECTION 5

Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts:

Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and

Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

SECTION 32

Protection of Waters of District- A district may commence, maintain, intervene in, defend and compromise actions, and proceedings to prevent interference with or deterioration of water quality or the natural flow of any surface, stream or ground water supply which may be used or useful for any purpose of the district or be a common benefit to the lands or its inhabitants.

PRESIDENTIAL DECREE NO. 1479

SECTION 6. SECTION 32 OF THE SAME DECREE IS HEREBY AMENDED TO READ AS SECTION 31.

“Sec. 31. Protection of Waters and Facilities of District. A district shall have the right to (e) take over the management, administration, operation and maintenance of all watersheds within its territorial boundaries.”

II. VISION

Provider of internationally accepted standards for sustainable water quality service and disaster resilient agency by 2025.

III. MISSION

Serving the Bayuganons through quality water at all times. Maintaining mutual community relationship and adopting state of the art technology ALL FOR THE GLORY OF GOD.

IV. QUALITY POLICY

The Bayugan Water District do solemnly swear to adhere and embrace our core values in the delivery of safe potable water and ensure customer satisfaction through efficient and effective quality service for the best interest of our concessionaires.

We whole-heartedly perform the mandates by complying all applicable requirements and continually improving our processes, therefore commit, that in all we do, it shall be founded with trustworthiness, love for nature, respect to humanity and above all, for the glory of our God Almighty.

V. CORE VALUES

Guided by the trust to serve the BAYUGANONS, the Bayugan Water District will continuously serve with:

W-illingness
A-ccountability
T-rustworthy
E-co friendly
R-espectful

List of Services

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EXTERNAL SERVICES

APPLICATION OF NEW SERVICE CONNECTION

Commercial Services Division

Service Description:

Processing of new Service Connection Application and Construction Order (SACO)
For customer who wants to avail water supply services.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

Residents or any person with properties or building within the service area of the Bayugan Water District provided that he/she is 18 years old and above.

What are the regular requirements?

1. Attend Orientation/Seminar (every Tuesdays & Thursdays at 2:00 PM)
Note: Representative is allowed provided that an Authorization Letter will be presented.
2. Barangay Certification (as proof of residency and ownership of the property)
Note: The purpose should be Water Installation.
3. Latest Community Tax Certificate
4. Fully Accomplished SACO Form

Duration:

2 days, 2 hours & 59 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to Customer Service Area and asks how to apply for Water Service Connection	CSA accomodates all applicants with complete requirements if within the service area, if not within the service area, asks for complete contact details for future marketing.	25 mins	CSA	None	Logbook
2	Attend Orientation/Seminar	CSA conducts Orientation/Seminar and giving of flyers of Byg-WD Basic policies to the applicants.	1 hr and 30 mins	CSA	None	Attendance Logbook
3	Fill out and Sign Application Form, SACO and MOU	CSA endorses SACO to CSD Plumber for field inspection and clustering; PWQ assigned junctions and post to system for map update.	1 to 2 days	CSA/CSD Plumber/ PWQ Personnel	None	Application Form/SACO/ MOU
4	Payment of Basic Installation Fee (BIF)	CSA issues Order of Payment to concessionaire for payment of BIF	2 mins	CSD-CSA	Residential-Php3,500.00 Commercial-Php5,000.00	Order of Payment/OR
5	Present Order of Payment to the Teller	Receive payment and issues Official Receipt (OR); CSA endorses paid SACO to CSD Plumber for installation of water meter.	2 mins	Teller/CSA	Actual Charges	Order of Payment/OR
END OF TRANSACTION						

PAYMENT OF WATER BILLS AND OTHER FEES

Finance Division

Service Description:

Acceptance of payment of water bills and other charges/fees

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires and other clients

What are the regular requirements?

1. For payment of water bills – billing notice
2. For installation fees and other fees such as Water Extraction, Certification, Bid Docs – Order of Payment

Duration:

12 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Present Water Bill to the teller	Inform the concessionaire to wait for his/her name to be called	5 mins	Teller	Billed Amount	Billing Notice
2	If other fees, go to frontline services and request for an Order of Payment	Prepare Order of Payment	2 mins	CSD-CSA	None	Order of Payment
3	Present Order of Payment to the Teller and tender payment	Receive Order of Payment and Cash/Check and issue OR	2 mins	Teller	Actual Charges	Order of Payment
END OF TRANSACTION						

REINSTALLATION OF WATER METER

Commercial Services Division

Service Description:

Handling concessionaire’s request for reinstallation of disconnected service connection.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires and/or authorized representative

What are the regular requirements for reinstallation and corresponding fees?

1. Disconnection due to delinquency
 - 1.1 Residential – Php200.00
 - 1.2 Institutional
 - 1.2.1 Private – 300.00
 - 1.2.2 Public – 200.00
 - 1.3 Commercial – 300.00
2. Voluntary/Temporary Disconnection:
 - 1.1 Residential – 150.00
 - 1.2 Institutional – 200.00
 - 1.3 Commercial – 200.00

Duration:

2 hours & 12 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to Customer Service and request for Meter reinstallation	Check unpaid balances and prepare Order of Payment	5 mins	CSD-CSA	Actual Charges	Order of Payment/Ledger
2	Present Order of Payment to the Teller and tender payment	Receive Order of Payment and Cash and issue OR	2 mins	Teller	Actual Charges	Order of Payment
3	Present OR to CSD-CSA	Prepare Service Request for water meter installation	5 mins	CSD-CSA	None	Order of Payment & SR
4	Wait and be available during reinstallation	Endorse the SR to CSD-Plumber for appropriate action	2 hours	CSD-CSA	None	SR
END OF TRANSACTION						

WATER METER TRANSFER

Operation and Engineering Division

Service Description:

Handling request for water meter transfer from one location to another within the service area.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires and/or authorized representative

What are the regular requirements?

None

Duration:

2 hours & 37 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to frontline services for water meter transfer	Prepare Service Request re: Inspection for Meter Transfer and OED	15 mins	CSD-CSA	None	Service Request
2	Be available during inspection or assign representative	Conduct inspection and submit report	2 hours	OED Personnel	None	Service Request
3	Follow-up to CSD-CSA	Prepare Order of Payment for Meter Transfer	5 mins	CSD-CSA	None	Order of Payment
4	Present Order of Payment and tender payment to the teller	Receive payment and issue OR	2 mins	Teller	Php150.00	OR
5	Present OR to CSD-CSA	Prepare SR for Water Meter Transfer and endorse to OED	10 mins	CSD-CSA	None	Service Request
6	Be available during inspection or assign representative	Receive acted SR and posts the same to WBCS/CCS	5 mins	CSD-CSA	None	Service Request
END OF TRANSACTION						

HIGH BILLING COMPLAINT

Commercial Services Division

Service Description:

Process of handling complaints of high billing. Complaints must be filed by the registered concessionaire after receiving the notice of billing or within the billing period.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires and/or authorized representative

What are the regular requirements?

Current water bill

Duration:

6 hours & 21 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Lodge complaints to customer service	Prepare Service Request and endorse to CSD Field Personnel	15 mins	CSD-CSA	None	Service Request
2	Be available during inspection or assign representative	Conduct inspection and submit report	4 hours	CSD Field Personnel	None	Service Request
3	If high billing is due to leaking household plumbing system, pay the corresponding billed amount	Receive acted SR with findings due to leaking household plumbing system	2 mins	CSD-CSA	None	Acted SR
4	Tender payment to the teller as per billing notice	Receive payment and issue OR	2 mins	Teller	Actual Charges	OR
5	If high billing is due to defective meter, request for new billing	Compute average billing as per approved Policy and posts the approved BAM to WBCS	2 hours	CSD-CSA	None	SRt/Calibration Report/Billing Adjustment Memo
6	Wait for adjustment made and tender payment to the teller	Receive payment and issue OR	2 mins	Teller	None	BAM
END OF TRANSACTION						

TEMPORARY DISCONNECTION

Commercial Services Division

Service Description:

Process of handling concessionaire’s request to temporarily cut-off their service connection.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires

What are the regular requirements?

None

Duration:

2 hours & 15 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to the Customer Service and request for temporary disconnection	Prepare Service Request for temporary disconnection and endorse to CSD Plumber	15 mins	CSD-CSA/ CSD plumber	None	Service Request
2	Be available during inspection or assign representative	Conduct actual temporary disconnection	2 hours	CSD Plumber	None	Service Request
END OF TRANSACTION						

CHANGE ACCOUNT NAME

Commercial Services Division

Service Description:

Process of handling concessionaire’s request to change account name.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires

What are the regular requirements?

Any of the following:

1. Deed of Sale
2. Death Certificate
3. Waiver of Rights
4. Any pertinent valid document

Duration:

22 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to Customer Service and request for change of account name	Prepare Order of payment for change of Account Name	5 mins	CSD-CSA	None	Order of Payment
2	Present to the teller the Order of payment and tender payment.	Receive payment and issue OR	2 mins	Teller	Php50.00	Order of Payment/OR
3	Present the OR to CSD-CSA	Prepare service request for change account name	5 mins	CSD-CSA	None	OR
4	Wait until the change of account name will take effect the next bill	Change the new account name in the WBCS	10 mins	CSD-IT	None	SR
END OF TRANSACTION						



INTERNAL SERVICES

SERVICE LINE LEAKING

Non-Revenue Water Reduction Special Project

Service Description:

Process of handling complaints or reports on service line leaking.

Schedule of Availability:

Daily (Mondays-Sundays) 24 hours

Who may avail the service?

All concessionaires, employees and concerned citizen

What are the regular requirements?

None.

Duration:

3 hours

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Lodge complaints to customer service or thru hotline numbers	Prepare Service Request and endorse to NRW-RSP	5 mins	CSD-CSA/ Security Guard on Duty	None	Service Request
2	N/A	Repair Leaking	3 hours	NRW-RSP	None	Service Request
3	N/A	Submit Report on Leaking	2 hours	NRW-RSP	None	Report on Leaking
END OF TRANSACTION						

MAJOR LINE LEAKING

Non-Revenue Water Reduction Special Project

Service Description:

Process of handling complaints or reports on major line (distribution/transmission) leaking.

Schedule of Availability:

Daily (Mondays-Sundays) 24 hours

Who may avail the service?

All concessionaires, employees and concerned citizen

What are the regular requirements?

None.

Duration:

7 hours

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Lodge complaints to customer service or thru hotline numbers	Prepare Service Request and endorse to NRW-RSP	5 mins	CSD-CSA/ Security Guard on Duty	None	Service Request
2	N/A	Repair Leaking	7 hours	NRW-RSP	None	Service Request
3	N/A	Submit Report on Leaking	2 hours	NRW-RSP	None	Report on Leaking
END OF TRANSACTION						

RECLASSIFICATION OF SERVICE CONNECTION

Commercial Services Division

Service Description:

Process of handling reclassification of service connection whether residential, commercial, industrial and institutional.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires, employees and concerned citizen

What are the regular requirements?

None.

Duration:

1 day, 4 hours & 22 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to the Customer Service and request for reclassification	Prepare service request for reclassification and endorse to CSD-Meter Readers	15 mins	CSD-CSA	None	Service Request
2	Be available during inspection or assign representative	Conduct actual investigation of the establishment and submit acted SR with findings	2 hours	CSD Meter Readers	None	Service Request
3		Receive acted SR and prepare Notice for Reclassification	5 mins	CSD-DM	None	Acted Service Request
4		Deliver and serve the Notice to Client	1 day	CSD Meter Readers	None	None
5	Go to Customer Service to clarify and request for reconsideration	Explains the existing policy of the WD	2 hours	CSD-CSA	None	Policy
6		Post acted SR for reclassification to CCS/WBCS	2 mins	CSD-IT	None	BAM
END OF TRANSACTION						

WATER METER CALIBRATION

Administrative Office

Service Description:

Process of handling concessionaire’s request for their water meter to be calibrated to determine the accuracy of the water meter.

Schedule of Availability:

Daily (Mondays-Fridays) except holidays 8:00Am – 5:00 PM

Who may avail the service?

All concessionaires and/or authorized representative

What are the regular requirements?

Presence of the complainant

Duration:

1 day, 4 hours & 22 minutes

How to avail the services:

Step	Application/Client	Service Provider	Duration of Activity	Person in-charge	Fees	Forms
1	Go to the Customer Service and request for water meter calibration	Prepare service request for calibration and endorse to Admin for meter calibration	15 mins	CSD-CSA	None	Service Request
2		Conduct meter calibration and submit test report	2 hours	Admin personnel	None	Service Request
3	If water meter is not defective, tender payment	Receive payment and issue OR	2 mins	Teller	Php150.00	Calibration test report
4	If the water meter is defective, wait for the water meter to be replaced	Replace the water meter and return the defective meter to Admin	2 hours	CSD Plumber	None	SRS/Unserviceable
END OF TRANSACTION						

A decorative graphic of a water splash in shades of light blue and white, arching across the top half of the page. The water droplets are captured in mid-air, creating a sense of motion and freshness.

Feedback Mechanism

1. Accomplished our Client Satisfaction Survey form available in the Public Assistance and Complaints Desk near the Guard House. If needs assistance, please approach the PACD In-charge.
2. Accomplished our Client Satisfaction Survey form handed by our fieldmen on all field transactions. If needs assistance, please ask directly to the assigned field personnel.

If for any reason you are dissatisfied with our service, you may formally write your complaints addressed to the Office of the General Manager. Thank you for helping us improve our services!

Complaints Mechanism

If you have complaints, please let us know how we serve you by doing any of the following:

1. Write us at Bayugan Water District, Lanzones St., Poblacion, Bayugan City, Agusan del Sur
2. Email us at bayugan_wd83@yahoo.com.ph or visit our website www.bayuganwaterdistrict1983.org or follow our Facebook Page @Bayugan Water District for updates and Water Advisory.
3. Contact us through these Hotline Numbers:
 - 3.1 09706217072 – Repairs and Maintenance
 - 3.2 09101677660/09120204407/09091624762–Billing
 - 3.3 09302815841 – No Water/Leaking/Water Quality
 - 3.4 09171191141 – Information Officer

If for any reason you are dissatisfied with our service, you may formally write your complaints addressed to:

1. Bayugan Water District Office of the General Manager
Telephone No.: 085 830 5865
2. Anti-Red Tape Authority (ARTA)
Email: complaints@arta.gov.ph or Contact No. (02) 8478-5091
3. Presidential Complaints Center
Email: pcc@malacanang.gov.ph or Contact No. (02) 8736-8645
(02) 8736-8603
4. Civil Service Commission Contact Center ng Bayan Hotline
Call 8888

List of Offices

OFFICES	ADDRESS	CONTACT NUMBERS
OFFICE OF THE GENERAL MANAGER	New Bldg., 2nd Floor, Lanzones St., Poblacion, Bayugan City	085-830-5865
NRW-RSP	New Bldg., 1st Floor, Lanzones St., Poblacion, Bayugan City	9302815841
COMMERCIAL SERVICES DIVISION	New Bldg., 1st Floor, Lanzones St., Poblacion, Bayugan City	9101677660
PRODUCTION AND WATER QUALITY	New Bldg., 1st Floor, Lanzones St., Poblacion, Bayugan City	9515916140
FINANCE DIVISION	Old Bldg., Lanzones St., Poblacion, Bayugan City	9073637145
ADMINISTRATIVE AND HR OFFICE	Old Bldg., Lanzones St., Poblacion, Bayugan City	9171191141