BAYUGAN WATER DISTRICT

OPERATIONS MANUAL

1st revision (December 2016)

"Providing a lifeline for a lifetime"

RELEASE/REVISION NO.	DATE	REVISION DESCRIPTION
1st Release	February 13, 2016	Operations Manual
1st Revision	January 13, 2017	Updated Operations Manual

Vision

Bayugan Water District envisioned to serve quality water at all times.

Mission

The **Bayugan Water District** endeavours to foster the rationale that service to humanity is the best worth of life, that is…

To develop harmonious relationship among employees and the public consumer.

To continuously encourage participation and coordination of Local Government Units and other agencies towards quality and satisfactory services.

To continuously and judiciously adopt high technology in the water industry.

VALUE STATEMENT

Guided by the thrust to serve the BAYUGANONS, the Bayugan Water District will judiciously serve with:

- MAAGAP
- MATAPAT
- MAPAGKATIWALAAN
- MAKAKALIKASAN

And be steered on:

- We shall sustain our commitment to deliver safe and potable water to every Bayuganon within the service areas.
- We shall endeavor to formulate policies, programs and projects that constitute quality service.
- We shall continue to identify potential source of water and conserve existing water sources- deep wells and springs.
- We shall always be reminded that services to general public does not limit only to the delivery of safe and potable water but most importantly the conservation of water sources thus perform series of tree planting activities in line with District's "Plant-and-Grow a Tree Program".
- We shall continue the assistance extended to Pinagalaan Elementary School specifically monthly mass feeding, provision of school supplies and medical outreach as part of the District's "Adopt-a-School Program".
- We shall ensure to safeguard the water facilities and the watershed in general thus the organization of "Pinagalaan Bantay Kinaiyahan (PBK)" is instituted.
- We will continually strive to learn and improve our innermost selves so that we may achieve the highest ideals of public service.
- We shall afford our employees with just and comfortable working conditions, benefits and compensation to give them equal opportunity and to let them know their value as a unique and important contribution to the Agency.
- We shall fulfill with heartfelt dedication and utmost commitment - our corporate responsibility.

PERFORMANCE PLEDGE

WE, the Officers and Employees, recognizing the important responsibility we are undertaking in serving the concessionaires of the Bayugan Water District, hereby pledge to carry out with trustworthy and diligent manner the duties and obligations in our role as public servants.

WE commit:

W - willingness to serve
A - adequate pressure at 24 hours
T - trustworthy service provider
E - efficiently do our job
R - reliable services

M - maintain and provide
E - economically affordable
T - time conscious in
E - everything we do
R - respect all your rights

All these we pledge because **YOU** deserve the **WATER METER!**

RATIONALE

The veracity of Bayugan Water District's mission and vision is promoted through our transparency to the general public both beneficial to the organization, to concessionaires and to beneficiaries as well - that every transactions and activities undertaken is of honesty and wrapped with responsibility to address the concessionaires demands effectively and efficiently being a public service provider.

The District opts to produce this document encompassing all day-to-day transactions involving agency-concessionaire relationship to make clear on each role as partners in Water Service. Similarly, this will also serve as a fundamental guide to Managers, Engineers, Operators and Employees on the development of detailed operations manual in relation to its aim to deliver quality and satisfactory service to its concessionaires at all times as well as applies the best management norms.

BRIEF HISTORICAL BACKGROUND

Before the formation of the Bayugan Water District (BYG-WD), the municipality specifically, Bgry Poblacion where most of the commercial/industrial activities are being situated, had no piped water system. Majority of the residents depend on deep and open dug wells for their daily water requirement.

Initially, Bayugan had three (3) existing small water systems, namely: Wawa Water System (WWS), Fili Barangay Waterworks Supply Association (FBWSA) and Taglawatan Multi Purpose Cooperative (TMPC) waterworks.

Of the three water systems, the system under Taglatawan Multi-Purpose Cooperative (TMPC) is the largest, covering the barangays of Poblacion, Taglawatan and Maygatasan.

BYG-WD was formed in 1983. LWUA issued Conditional Certificate of Conformance (CCC) No. 243 on April 14, 1983 to the Water District (WD) after it complied with the necessary requirements. However, for almost eighteen (18) years after the issuance of its CCC, the water district remained as an inoperative water service provider.

It was only on August 21, 2001, that a group of thirteen (13) professionals volunteered to work for BYG-WD without salaries and promise of future permanent jobs. On August 21, 2001, the Governor of the province detailed the Assistant Provincial Agriculturist to lead the water district. Under his leadership and proficient management coupled with hard-work of the volunteers, the team enabled BYG-WD to implement innovations and best alternative solutions to supplant the deficiencies of the water system.

With its CCC No. 243, BYG-WD acquired the jurisdiction and management of the water supply system of Bayugan with forty-three (43) barangays.

BYG-WD PROFILE

The Organizational Structure of the Byg-WD was approved by the Department of Budget and Management which follows the recommended structure for "Category C" water districts under the "Revised Local Water District Manual on Categorization, Re-Categorization and Other Related Matters (LWD - MaCRO)".

The governing policies of the water district emanates from a five-member Board of Directors (BOD), who were chosen and appointed from among the various sectors of the community specifically socio civic sector, education sector, business sector, professional sector and women sector.

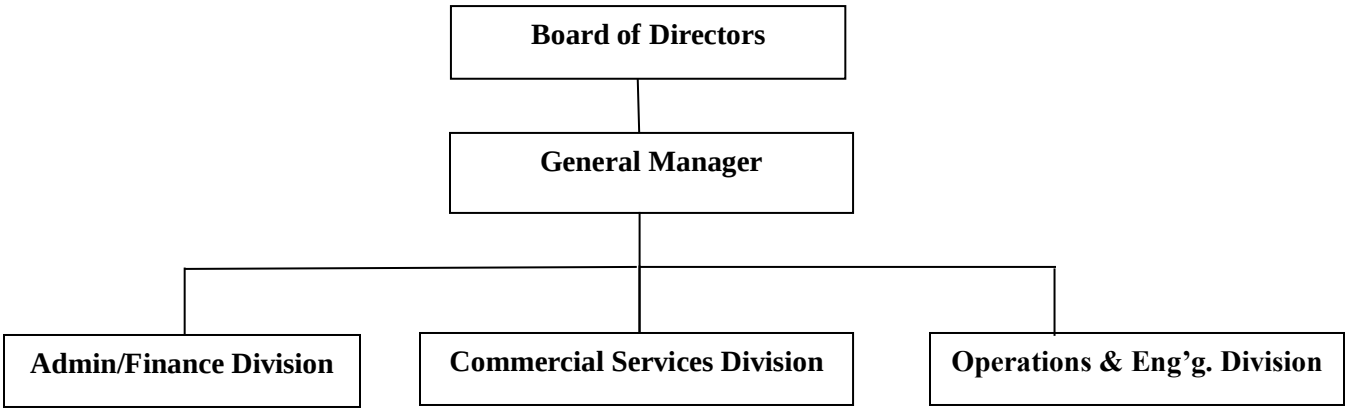
The General Manager (GM), who is appointed by the BOD, manages the WD. The Water District operates and maintains the water supply system and has a total of 17regular and 39 Job Order personnel as of December 2015.

Present Service Area Coverage. BYG-WD is currently managing and operating two (2) water supply system (6 Deep Wells & 5 Spring Sources) in the City of Bayugan. These systemsserves a total of sixteen (16) barangays.

ORGANIZATIONAL STRUCTURE

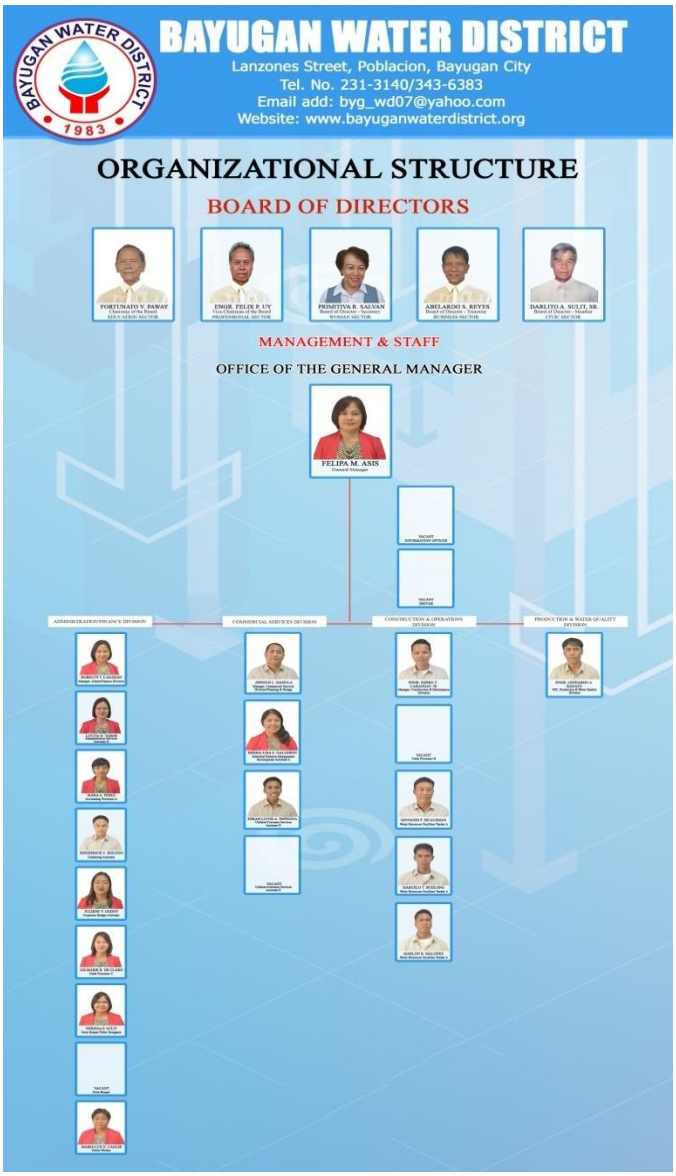
The Organizational Structure of BYG-WD was approved by the Department of Budget and Management (DBM) following the recommended structure as being Re-categorized from Medium to "Category C" Water District in accordance with the guidelines as provided for under the "Revised Local Water District Manual on Categorization, Re-Categorization and Other Related Matters (LWD-MaCRO) of the Department of Budget and Management (DBM).

SCHEMATIC DIAGRAM OF THE BYG-WD ORGANIZATION



THE BOARD

Pursuant to PD 198, otherwise known as the "Provincial Water Utilities Act of 1973" as amended, the Board shall be the governing Body whose functions is to legislate and establish policies necessary for the operations of the District. The Board is composed of members representing particular sectors, namely: Dir. Fortunato V. Paway represents the Education Sector; Dir. Felix P. Uy represent the Professional Sector; Dir. Primitiva R. Salvan represents the Women Sector; Dir. Abelardo S. Reyes represents the Business Sector while Dir. Darlito A. Sulit, Sr. represents the Socio-civic Sector. The General Manager is an Ex-Officio Member of the Board.



Presently, the General Manager (GM) who is appointed by the Board, manages the Water District. The Water District operates and maintains the water supply system that presently composed of Administrative and Finance Division, Commercial Services Division, Construction and Maintenance Division, Production and Water Quality Division and the Office of the General Manager.

GENERAL RESPONSIBILITIES OF THE RESPECTIVE OFFICES/DIVISIONS

OFFICE OF THE GENERAL MANAGER

Aside from its primary functions as in charge of the overall administration of the District's operation, it also oversees and handles the Environment and Watershed Development Management Unit, Technical Unit, Planning & Design Unit and the Central Records Unit. The OGM is also responsible in the implementation of programs relative to its Social Responsibilities(CSR) and its linkages to partners both local and national agencies and stakeholders/beneficiaries. In general, it is tasked to monitor and take action on matters related to programs and activities implementation encompassing towards the attainment of goals.

PLANNING AND DESIGN UNIT

- Plans and designs mainline extension, including mainline improvement, water district system and other pumping facilities and structures.
- Coordinates for the plan, designs and implementation of programs for the extension and improvement of office structures and other facilities

TECHNICAL UNIT

- In charge of Project Monitoring Activities
- Lay outs graphs including its updates for the purpose of the Byg-WD map.
- Updates the website regularly.
- In charge of the documents/information coming in and out of the office.
- Plans and designs activities for trainings/activities to be conducted by the office.

- Plans and designs activities for trainings/activities to be conducted by the office.
- Disseminates informations in and out of the office.

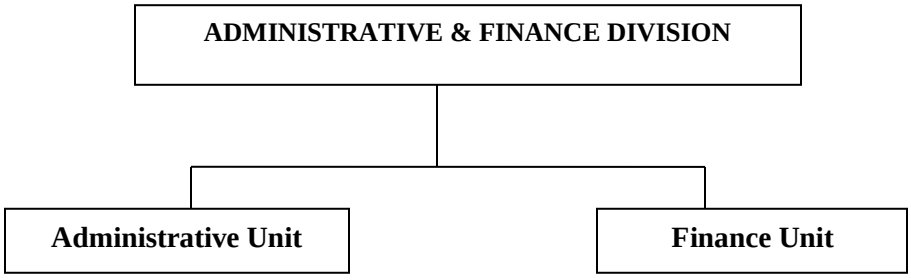
CENTRAL RECORDS UNIT

- Records and keeps all the documents including the routing of them for its signatories.

WATERSHED DEVELOPMENT MANAGEMENT UNIT

- Plans, carry-outs and initiate activities in relation to the protection and preservation of Pinagalaan Watershed.

ADMINISTRATIVE AND FINANCE DIVISION



Specifically, Administrative functions deals to:

- Develop plans, goals and objectives relative to division's primary functions
- Formulates and implements human resource programs, policies and procedures in accordance with the Civil Service rules and regulations particularly on planning, selection and hiring of personnel, administers the compensation, benefits and employee relations programs, handles and provide training and educational opportunities programs;
- Implements procedures on warehousing and maintenance of materials/supplies, vehicle and equipment in accordance with government rules and regulations

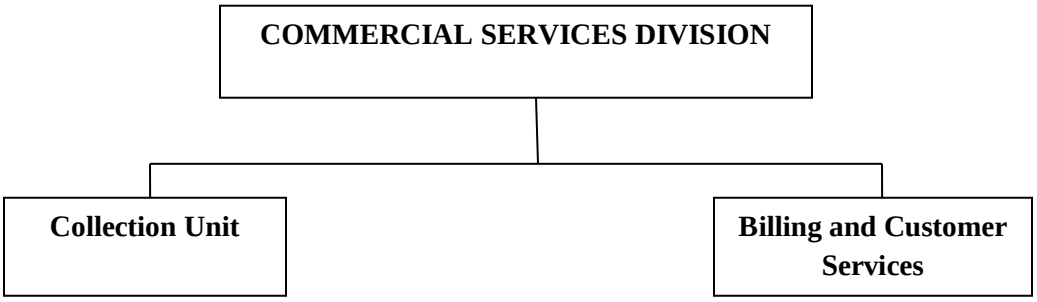
including procedures on procurement of adequate supply and materials, equipment and services.

- Formulates and implements policies related to security measures of buildings, grounds and facilities.
- Administers liability claims and property insurances.
- Formulates policies on records management of the District – making and preserving records for the economical and efficient management of records for the whole organization

On Financial functions:

- Prepares Financial Reports based on approved Annual Budget and determines financial resources available to carry out water district programs.
- Implements procedures on cash management particularly safekeeping, disbursement, and control of funds, collection of water bills and other income of the District.
- Prepares and maintain financial records and reports including those related to the General Ledger, Accounts Payables and Receivables, payrolls, budgets and fixed assets.
- Ensures the purchasing of materials and supplies and equipments are conducted in accordance with the rules and procedures of the District as well as the Procurement Reform Act – R.A. 9184
- Manages cash, investments, and debt-servicing management activities
- Conducts regular inventories on supplies and materials, equipments including other properties of the District

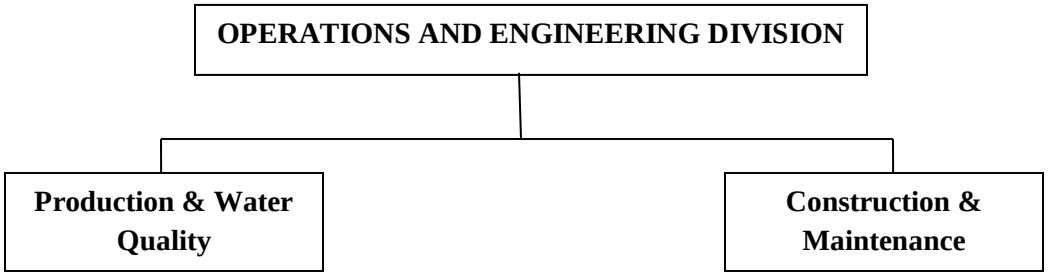
COMMERCIAL SERVICES DIVISION



Primary functions are:

- Maintains accurate and updated customer service records and follow up all Delinquent Accounts and enhances collection efficiency
- Receives, processes service applications and installs new service connection and attends to customer complaints and requests.
- Conducts marketing surveys and formulates program on customer relations.
- Attends to customer complaints and requests such as closed accounts, investigates illegal connection, and implements policy on delinquent customers

OPERATIONS AND ENGINEERING DIVISION



PRODUCTION AND WATER QUALITY UNIT

This Division is responsible for the following functions:

- Determines water production requirements and ensures the steady supply of water to the service area.
- Maintains water pumps and water treatment facilities.
- Monitors system water pressure, water level and water quality in accordance with the standards set by PNSDW and the world health Organization.
- Conducts preventive maintenance and repairs of equipment and pumping facilities.
- Initiates programs for protection and development of water resources.

CONSTRUCTION AND MAINTENANCE UNIT

In charge of the following functions:

- Implements programs for extension, expansion, and improvement of water supply system, facilities and other structures.
- Undertakes repair and maintenance of transmission and distribution pipelines Including its appurtenances and installation and repairs of service connection

BASIC FEATURES

A. ACCOUNTING AND FINANCIAL MANAGEMENT

1. The Bookkeeper, cashier, billing clerk made their daily report/works, to wit:
   a. Vouchers
   b. Cashiers report
   c. Billing report
   d. checks

2. The Accounting Processor posts all the daily reports, vouchers and checks to the ff. books of accounts.
   a. Cash Receipts register
   b. Voucher register
   c. Check register
   d. Billing register
3. At the end of the month, the Accounting Processor recapitulates all the accounts of the Books. Journal Entry Vouchers should be made monthly in all transactions that did not fall under the books of accounts.
4. After the RECAPs and JEV has been prepared, the Accounting Processor posts all Recapitulated accounts to the General and Subsidiary Ledger correspondingly and compute the monthly and Net Balances to come up with the Trial balance.
5. The DM prepares the Financial Statement after the Trial balance has been completed, to wit:

Monthly	Yearly
1. Cashflow	1. Retained Earnings
2. Balance Sheet	2. Changes in Equity
3. Income Statement	3. Notes to FS

6. All Reports is submitted to the General Manager for approval
7. The GM submits to BOD, LWUA, COA and other Concerned Agencies monthly in compliance to the reportorial requirements.

B. BILLING AND COLLECTION

BILLING/READING

1 . The billing period is scheduled every first week of the month. The district is adapting a new system on “Billing and Collection” wherein meter reading and

billing are done simultaneously. That is, Read and Bill System.

2. Any discrepancies occurred during the billing, this will be inspected /verified at the office. In case high billing occurs due to leaking, the concessionaires can only compromise at once through a Billing and Adjustment Memo(BAM).

COLLECTIONS

1. The Water Bill payment will be made at the BYG-WD Office through the designated Teller as well as to the Cashier.

2. The "Putol Koneksyon Team" members will be in charge of the of the following at the field:
    a. Overdue Water Bills
    b. Impose disconnection on service connection for those delinquent concessionaires

3. All collections of the PK team are turned over to the Cashier and Teller to be posted in the system.

4. Water bills is designed to provide basic information particularly on the due dates of the specific zones is indicated on the copies of the water bills and as reference for the imposition of the penalty charges.

5. For water bills which are not paid at the office on time, a penalty of 10% of the current bill which will be added the amount of the outstanding account.

6. All collections beyond the banking hours will be treated as Cash on Hand and will be deposited in the first hour of the following banking day.

7. The duplicate copy of the Official Receipts issued correspondingly to the paid water bills are filed together in support to the Collection Report to be submitted daily together with the Daily Cash Position Report for review and approval of the General Manager.

FRONTLINE SERVICES

METER INSTALLATION OF NEW SERVICE CONNECTION

Service Description: Installation of New Service Connection for customer who wants to avail of water supply services

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the Service: Resident or any person with properties or building within the water service area of the Bayugan Water District, 18 yrs. old and above

What are the Requirements:

1. Attend Orientation/Seminar

   Requirements of the seminar:
   a. Present original valid Identification Record
   b. Switch off mobile phone
   c. Proxy is allowed but with authorization letter
   d. Ballpen & Notebook

2. Barangay Clearance
3. Fully accomplished/filled-up Application Form (Water Service Application & Construction Order)

Duration: 3-5 working days

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Applicants proceeds Customer Service Assistant (CSA) Desk and fill up logbook	CSA provides the logbook and inquire on the applicants' recent source of water supply. CSA will provide application form as well as the requirements	10 mins.	LISA	None	None
2	Fill-up Application Form and provide basic information such as the status of area being occupied and the specific location of the building and the like	- Check/verify the completeness of the application form	10 mins.	LISA	None	- Water Service Application & Construction Order (SACO)
3	Attend Orientation/Seminar	- Advises the applicant to attend the seminar/orientation during Tuesdays and Fridays every 2:00pm at Byg-WD Office	1 hour	LISA	None	None
4	Be available during the time of inspection or any representative	Perform Site Inspection	1 hour	Area Personnel	None	- SACO Form
5	Note plumbing materials to be used in household connection	CSA refer applicants to a plumber for costing of plumbing materials		Accredited Plumbers	None	None
6	Pay to the Cashier Avail promo on installation fee (IF) - staggard on IF - zero down payment	Receive payments and issues Official Receipt (OR) Issue promissory note Issue special contract	2 mins. 2 mins. 2 mins.	ERICK LISA LISA	actual charges None None	Official Receipt Promissory note Special contract
7	Present OR to CSA	Receive New Service Connection documents, control OR and provide Water Service Contract	3 mins.	LISA	None	- Water Service Contract
8	Sign Water Service Contract	Check the completeness of Water Service Contract and provide schedule of installation as specified in the acknowledgement receipt	10 mins.	LISA	None	- Water Service Contract
9	Claim paid materials from storekeeper by presentation of OR	Fill up Acknowledgement Receipt, issue the materials and let the Store Requisition Slip (SRS) signed	30 mins.	Area personnel	None	Store Requisition Slip (SRS)
10	Be available during installation	Conduct installation	1.5 hours	Area personnel		None
END OF TRANSACTION						

PAYMENT OF WATER BILL AND OTHER FEES

Service Description: Receiving payment of water bills, installation fees, service requests and other payment made to Bayugan Water District and issuance of corresponding official receipts.

Schedule of Availability: of Services Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the Services: All concessionaires and other clients

What are the Requirements:
1. For payment of water bill – Billing Notice
2. For Installation Fee – Fully accomplished New Service Connection Application Form
3. For miscellaneous services-
    a. Reinstallation – Service Request Form
    b. Water Meter Transfer – Service Request Form
4. Other Fees (Certification, Bidding Documents, Supplies and other Materials)

Duration: 8 minutes

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Water bill, materials billed and installation fee balance - present billing notice to the Teller and for those with no bill, write in a piece of paper provided	Inform the concessionaire to wait for his/her name to be called	2 minutes	LEK	Actual charges	billing notice
	For other fees, present SR to the cashier		2 minutes	ERICK	Actual charges	SACO
2	Go to the Teller's window once the name is called and tender payment	Receive payment and issue corresponding OR	3 minutes	LEK	None	None
3	Count the money and check OR before leaving the Teller/Cashier	Confirmed payment and OR issued	1 minute	LEK/ERICK	None	None
END OF TRANSACTION						

CHANGE OF ACCOUNT NAME

Service Description: Facilitate request for water meter replacement

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the: Service: Registered Concessionaire or his/her Representative

What are the Requirements: Proof of Ownership or any of the ff. as the case may be:
1. Deed of Sale
2. Death Certificate
3. Waiver of Rights
4. Additional Pertinent Documents, if applicable

Duration: 1 day

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Forms
1	Go to the CSA and lodge request for change of account name	- Prepare SR for change of account name	15 mins.	LISA	None	Service Request
2	Submit legal documents required	Received legal documents then remarks on it	3 mins.	LISA	None	None
		- Deed of Sale in case of acquired house				
		- Death Certificate in case the previous owner has died				
3	Pay to the Cashier	- Receive payments and issue OR - Change new name in the computer	3 mins. 2 mins.	ERICK LEK	P50.00 None	Official Receipt None
End of Transaction						

HIGH BILLING COMPLAINT

Service Description: Process of handling complaints relating to high billing.

Service Standards: Complaint must be filed personally by the concerned concessionaire right after receiving the Notice of Billing or maximum of 2 working days before the due date.

Schedule of Availability: of Services Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the Services: Registered Concessionaire or his/her representative

What are the Requirements: Water Bill (Complaint Bill)

Duration: 6 hours and 17 minutes

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Forms
1	Lodge complaints to the Customer Service Assistant.	- Verify and discuss the complaint - Fill up Service Request	15 mins.	LISA	None	Service Request
2	Be available during the inspection	- Conduct inspection and submit report to Customer Service Asst.	4 hrs.	DONG	None	Service Request
		- Evaluate and compute adjustment on complaint bill and have it approved by the General Manager	2 mins	LISA	None	Service Request
3	Pay to the Cashier	- Present approved Billing Adjustment Memo (BAM)	2 mins	ERICK	Actual charges	Billing Adjustment Memo
END OF TRANSACTION						

WATER METER REPLACEMENT

Service Description: Facilitate request for water meter replacement

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the: Service: Registered Concessionaire or his/her Representative

What are the Requirements: Presence of the duly Registered Concessionaire

Duration: 1 day

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Go to the CSA and lodge request for water meter replacement	- Prepare SR for water meter replacement	5 mins.	LISA	None	Service Request
		- Conduct pulling out of water meter	1 hr	Area Personnel	None	Service Request
2	Request for water meter as replacement from Storekeeper	- Get water meter from Store Room and return the waste water meter	15 mins	Area Personnel	None	Service Request
3	Pay to the Cashier for the new water meter	Receive payments and issue OR	2 mins.	ERICK	Php1,025.00	Official Receipt
4	Be available during installation of water meter	Conduct installation	1 hr	Area Personnel	None	Service Request
END OF TRANSACTION						

RE-CLASSIFICATION OF SERVICE CONNECTION

Service Description: Handling request for re-classification of connection whether residential, commercial, or its sub-classification

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the: Service: Registered Concessionaire or his/her Representative

What are the Requirements: None

Duration: 2-3 days

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Forms
1	Go to the CSA and lodge request for reclassification	- Prepare SR for reclassification	5 mins.	LISA	None	Request for reclassification form
2	Be available during inspection or any representative	- Conduct actual investigation of the establishment and submit report to CSA	2 days	Area Personnel	None	Request for reclassification form
		- Facilitate approval	5 mins	GM Asis	None	Request for reclassification form
3	Follow-up request to the CSA	- Enter new classification into the computer	5 mins.	LISA	None	None
END OF TRANSACTION						

REINSTALLATION OF WATER METER (DELETED ACCOUNTS)

Service Description: Handling concessionaire's request for reinstallation of water meter to those deleted accounts

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the Services: Registered Concessionaire or his/her representative

What are the Requirements: 1. Reconnection Fee (Deleted) - ₱1,225.00
2. Settled outstanding accounts in 6 months

Duration: 1 day

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Go to the CSA and log the request for re-installation on deleted accounts.	- Check/verify the request on re-installation of water meter	5 mins.	LISA	None	-Service Request (SR)
2	Sign promissory note with schedule of amortization	Issue promissory with schedule of amortization in 6 months	5 mins.	LISA	None	Promisso ry note
3	Pay to the Cashier	Receive payment and issue OR	2 mins.	ERICK (deleted) (disconnecte d)	1,225.00 200.00	Official Receipt
4	Be available during re-installation and sign SR if satisfied	Reinstall and request concessionaire to sign the SR	30 mins	Area Personnel	None	Service Request
END OF TRANSACTION						

REINSTALLATION OF WATER METER

Service Description: Handling concessionaire's request for reinstallation of water meter.

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the Services: Registered Concessionaire or his/her representative

What are the Requirements:
1. Reconnection Fee (Deleted) - ₱200.00
   Temporary Disconnected - ₱150.00
2. Settled outstanding accounts

Duration: 1 day

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Go to the CSA and log the request for re-installation	- Check/verify the request on re-installation of water meter	5 mins.	LISA	None	-Service Request (SR)
2	Pay to the Cashier	Receive payment and issue OR	2 mins.	ERICK (disconnected) (temporary)	 200.00 150.00	Official Receipt
3	Be available during re-installation and sign SR if satisfied	Reinstall and request concessionaire to sign the SR	30 mins	Area Personnel	None	Service Request
END OF TRANSACTION						

REPAIR=SERVICE LINE LEAKING

Service Description: Facilitate request for repairs on service line leaking

Schedule of Availability: of Services Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the Services: Registered Concessionaire or his/her representative

What are the Requirements: Service Request

Duration: 1 day

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity	Person Incharge	Fees	Forms
1	Go to the CSA and lodge complaint on service line leaking	- Prepare SR for service line leaking	5 mins.	LISA	None	Service Request
		- Conduct inspection to identify damage	25 mins	Area Personnel	None	Service Request
		- Conduct leak repair	1 hr	Area Personnel	None	Service Request
2	Presence of concessionaire	- Supervise man-while on leak repair	30 mins	ISBAN	None	Service Request
3	Sign service request as to satisfaction of the complaint	- Explain on the foregoing repair	25 mins	ISBAN	None	Service Request
END OF TRANSACTION						

VOLUNTARY DISCONNECTION

Service Description: Facilitate request for water meter replacement

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the: Service: Registered Concessionaire or his/her Representative

What are the Requirements: Fully accomplished request form

Duration: 1 day

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Forms
1	Go to the CSA and lodge request for volun- tary disconnection	- Prepare SR for tem- porary disconnection - Forward SR to Eng'g	5 mins.	LISA	None	Service Request
		- Execute disconnec- tion and have the SR signed	1 hour	MARLON	None	Service Request
END OF TRANSACTION						

WATER METER CALIBRATION

Service Description: Facilitate request for water calibration

Schedule of Availability: of Services: Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the: Service: Registered Concessionaire or his/her Representative

What are the Requirements: Presence of the duly Registered Concessionaire

Duration: 1 day

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Forms
1	Go to the CSA and lodge request for water meter calibration	- Prepare SR for water meter calibration	5 mins.	LISA	None	Service Request
		- Conduct pulling out of water meter	1 hour	Area Personnel	None	Service Request
2	Be available during inspection or any representative	- Conduct actual water meter calibration and submit report to CSA	2 hrs	Area Personnel	None	Service Request
3	Pay to the Cashier if water meter found not defective	Receive payments and issue OR	2 mins.	ERICK	Actual charges	Official Receipt
4	Be available during conduct of calibration or any representative	- Conduct actual water meter calibration for high billing and submit report to CSD	2.5 hrs	Area Personnel	None	Service Request
		- Conduct actual water meter calibration for new connection	15 min	Area Personnel	None	Service Request
5	Be available during conduct of installation of water meter	Conduct installation	1 hr	Area Personnel	None	Service Request
END OF TRANSACTION						

WATER METER TRANSFER

Service Description: Handling request for water meter transfer from one location to another, however it should be within dervice area of the Bayugan Water District

Schedule of Availability: of Services Monday-Friday (8:00 AM-5:00 PM)

Who May Avail of the Services: Registered Concessionaire or his/her representative

What are the Requirements: Water Meter Transfer Fee - ₱150.00

Duration: 1 day

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Forms
1	Go to the CSA and request for water meter transfer	- Prepare SR for water meter transfer	10 mins.	LISA	None	Service Request
2	Be available during inspection or any representative	Perform /conduct inspection and submit report to CSA	15 min	Area Personnel	None	Service Request
3	Follow-up to CSA	Inform the concessionaire of the charges	10 mins.	LISA	None	None
4	Pay to the cashier	Receive payment and issue OR	2 mins.	ERICK	150.00	Official Receipt
5	Be available during re-installation and sign SR if satisfied	Transfer and request concessionaire to sign SR	4-6 hrs	Area Personnel	None	Service Request
END OF TRANSACTION						

PROCUREMENT SERVICE

- Is dedicated to ensure that all supplies, materials and equipment and services are procured at the lowest possible cost, as the combination of price quality, availability and service

PROCUREMENT FLOWCHART FOR SHOPPING/ SMALL VALUE PROCUREMENT (ALTERNATIVE MODE OF PROCUREMENT)

Schedule of Availability of Services:
Upon schedule

Who May avail of the Services
All Interested Suppliers/Bidders

Duration :

Minimum period of action on procurement activities = 2 days and 2
Maximum period of action on procurement activities – 23 days and 4 hrs.

How to avail the services :

Step	Applicant/Client	Service Provider	Duration of Activity	Person Incharge	Fees	Form
1	Requesting Unit	Purchase Request (PR) and Job Order (JO) Number (includes review of estimated costs compared with the latest procurement or market price	2 mins	General Services (thru Property and Supply Officer)		
2		Issuance and Verification of Budget Utilization Slip (BUS)	2 -5 mins.	Accounting Division (Corp. Budget Asst)		
3		Approval of the PR or JO	5-30 mins (depending the availability of the GM	Office of the General Manager		
4		Preparation of BAC Resolution and Recommending Approval to the Head of the Procuring Entity as to the mode of	BAC & BAC Secretariat	1 to 2 hrs (depending the availability of the BAC Members	BAC & BAC Secretariat	

		Procurement based on the Approved Purchase Request				
5.		Preparation, Publication (PHILGEPS) and deployment of Request for Quotations	1 -8 days	BAC thru BAC Secretariat assisted by Supply Officer Incharge		
6.		Collection / Follow up of the request for Quotations	1 hr to 1 day (depending on the reply of the supplier	BAC thru BAC Secretariat assisted by Supply Office In-charge		
7.		Opening of Quotations and Preparation of Abstract of Price Quotation (Recommend to Award to the GM)	30 mins to 1 hr (depending on the availability of BAC Members	BAC & BAC Secretariat & BAC TWG		
8.		Preparation of Purchase Order/ Job Order	10 mins	General Services thru Supply Officer Incharge		
9.		Copies of Procurement Files for the BAC	2-5 mins	BAC Secretariat		
10.		Approval of Purchase Order	5-30 mins (depending on the availability of the GM	GM's office		
11.		Issuance and Delivery of Purchase Order to the Winning Bidder/Supplier	10-30 mins	Supply Officer /BAC Secretariat		
12.		Delivery of Goods and Services	1 -30 days	Awarded Supplier/ Winning Bidder		
13.				Supply Officer and		

		Receiving , Inspection and Acceptance of Goods and Services	10 mins. To 1 day	Inspectorate Team		
END OF TRANSACTION						

PROCUREMENT THROUGH PUBLIC BIDDING

ACTIVITIES	SCHEDULE
1. Issuance of Bid Documents	1-20 days
2. Pre Bid Conference	1 day (at least 12 calendar days before the bid opening)
3. Deadline of Submission of Bid Documents	1 day (as to the specified date indicated in the Invitation to Bid)
4. Eligibility Check and Opening Of Bids	1 day (as to the specified date indicated in the Invitation to Bid)

After the opening of Bids, the RA 9184 Implementing Rules and Regulations shall be adhered for the evaluation and other process as indicated .

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