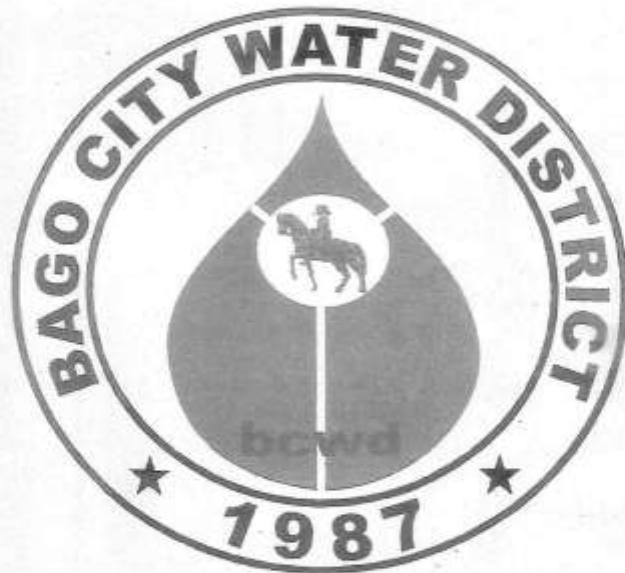


Republic of the Philippines  
**BAGO CITY WATER DISTRICT**  
Bago City, Negros Occidental



**Citizen's Charter**

## TABLE OF CONTENTS

	Page
Vision Statement	3
Mission Statement	3
Performance Pledge	4
Feedback and Redress Mechanism	4
List of Frontline Services	
Processing of Application for New Service	
Connection	5-6
Collection of Payments	7
Service Request - Reconnection	8
Service Request - Inspection of Service	
Connection Due to High Consumption	9
Service Request - Leak Repairs, Clogged up Lines	
Before the Water Meter	10
Service Request - Major Repairs, Clogged up Lines	
Before the Water Meter	11
Service Request - Flushing of Distribution /	
Service Line	12
Service Request - Change of Concessionaires	
Name	13
Service Request - Disconnection (Voluntary)	14
Service Request - Transfer of Service Connection	15
Service Request - Reclassification of	
Connection	16
Service Request - Conversion of Water	
Connection Size	17
Organizational Set-up	18
Complaints / Suggestions	18

## **VISION STATEMENT**

To be a

**BETTER WATER SERVICE PROVIDER for the people of Bago City and our neighboring municipality and visitors**

and be a

**FACTOR AND CONTRIBUTOR in the improvement in their quality of life by the delivery of this most basic need with the competent and compassionate workforce.**

## **MISSION STATEMENT**

**The Bago City Water District (BACIWAD) is committed to the improvement of the living conditions and health situation of the target population of Bago City and neighboring municipality through clean, safe, adequate and affordable water supply. Since we are a public utility organization, total quality management and full customer satisfaction are our indices of success.**

### **PERFORMANCE PLEDGE**

We, the officials and employees of the Bago City Water District pledge and commit to deliver quality basic public services as promised in this Citizen's Charter specially we will:

Serve with integrity  
Be prompt and timely  
Display procedures, fees and charges  
Provide adequate and accurate information  
Be consistent in applying rules  
Provide feedback mechanism  
Be polite and courteous  
Demonstrate sensitivity, appropriate behavior and professionalism  
Wear proper uniform and identification  
Be available during office hours  
Respond to complaints  
Provide comfortable waiting area  
Treat everybody equally.

Signed  
BACIWAD OFFICIALS and EMPLOYEES

### **FEEDBACK AND REDRESS MECHANISM**

Please let us know how we have served you by doing this:

- ◆ Accomplish our Feedback Form available in the office and drop in our complaint box.
- ◆ Send your feedback through e-mail [baciwad1987@yahoo.com](mailto:baciwad1987@yahoo.com) or text to (09189349457)
- ◆ Talk to our complaint desk assistant.

THANK YOU for helping us continuously improve our services.

## LIST OF FRONTLINE SERVICES

### PROCESSING OF APPLICATION FOR NEW SERVICE CONNECTION

Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Present Sketch of Location	Checked as to the accuracy and source location listing.		Location Key/Sketch	5 mins.	Customer Service Asst. A
2		Inform the applicant of requirements		Checklist	2 mins.	CSAA
3	Submission of Requirements and Documents.	Check documents submitted and require applicant of site inspection fee		Copy of Lot Title Authorization from the Owner/LD, Res. Cert	10 mins.	Customer Service Asst. A
4	Pay Site inspection fee and present D.A. to the in-charge personnel.	Issue O.A., issue application form and contact.	\$0.00	Application form	5 mins.	Customer Service Asst. A
5	Understand, Fill Out and Submit form	Verify inform the applicant of their responsibilities and issue application number.			5 mins.	Customer Service Asst. A
6		Log and forward to repair and maintenance for field inspection			3 mins.	Customer Service Asst. A

PROCESSING OF APPLICATION FOR NEW SERVICE CONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
7		Actual field inspection and qualifying the need of water supply materials (Apply excavation permit if needed)			1 day	Maintenance Head
8	Prepare Lay-out	Prepare assessment and inform applicant for payment		Application Form	30mins.	Customer Service Asst. A
9	Pay Installation Charges	Receive Payment	P 1,525		30mins.	Dedicated Collector
10		Assign new Account Number, recommends approval and forward to General Manager for construction approval.		Application Form	30mins.	Customer Service Asst. A
11		Approval by General Manager and forward to personnel in-charge		Application Form		General Manager
12	Sign acknowledgement form	Install water connection.		Application Form and Materials Acknowledgement Form	1-2 days	Maintenance Head
TOTAL INSTALLATION FEE P 1,525.00						
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

COLLECTION OF PAYMENTS						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Present current water bill given by the meter reader	Receives water bill and compares account number and amount with office copies/bills			1 min.	Designated Collector
2	Inform the collector how much or how many bills are you going to pay if you have arrears	Verify bills if there is notice of Disconnection, receive payments and issue Official Receipt	as per bill		2-3 mins.	Customer Service Asst. A
3	Reconnection for non-payment of water bill after a notice due	Know the reasons why client can't pay and when they're can fully pay		Foreclosure Note	3 mins.	Customer Service Asst. A
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST-RECONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire for the total amount to be paid	Compute the total amount to be paid including penalties			5 mins.	Customer Service Asst. A
2	Pay all the necessary charges including reconnection fee	Received payment	P 100.00		5 mins.	Designated Collector
3		Retrieve records of the previous water meter and release additional materials for reconnection		Logbook and materials requisition and invoice	10 mins.	WCD Incharge
4		Forward to the Appeals and Performance Section for reconnection			30 mins.	Maintenance Head
END OF TRANSACTION						



## LIST OF FRONTLINE SERVICES

SERVICE REQUEST - INSPECTION OF SERVICE CONNECTION DUE TO HIGH CONSUMPTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Submit Fill-Out Form provided by the Water District	Log and Forward to repair and maintenance for field inspection		Service Request Form	5 mins.	Customer Service Asst. A
2		Actual field inspection and submit report			30 mins.	Maintenance Head
3	Sign acknowledgement form	Inform the consumer the cause of high consumption		Service Request Form	5 mins.	Customer Service Asst. A
4		Replaces water meter if needed (but not damaged)	none	Service Request Form	1 hour	Maintenance Head
5		Water meter is forcibly damaged	ACTUAL COST of water meter		1 hour	Maintenance Head
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST - LEAK REPAIRS, CLOGGED UP LINES BEFORE THE WATER METER						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Duration of Activity	Person In-Charge
1	Report any service line leaks and dig up	Explain to cooperative rules concerning leaks or any repairs	None	Service Request Form	5 mins.	Customer Service Rep. A
2		Site inspection to determine the materials needed and scope of work	None		30 mins.	Inspection Crew Plumber
3		Provide materials after the Requisition and Invoice Slip is filled out after inspection	None	Requisition and Invoice Slip	25 mins.	Plumber
4		Go to site for repairs	None	Maintenance Order Form	within 4 hours	Plumber
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

### SERVICE REQUEST - MAJOR REPAIRS, CLOGGED UP LINES BEFORE THE WATER METER

Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Duration of Activity	Person In-Charge
1		Site inspection and assessment	None	Permits Request and Insurance Slip	15 mins.	Maintenance Head
2		Maintenance and repairs crew return to site for repair	None		within a day	Maintenance Head
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST - FLUSHING OF DISTRIBUTION/SERVICE LINE						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Fill Out Form to request for flushing of distribution/service line.	Log and forward to General Manager for approval		Service Request Form	3 days	Customer Service Asst. A
2		Approval by General Manager and forward to person in-charge				General Manager
3		Flush out blow-off and service line			2-3 hours	Maintenance Head
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

### SERVICE REQUEST - CHANGE OF CONCESSIONAIRES NAME

Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire the procedure to change of concessionaires name.	Prepare form to fill-out		Service Request Form	3 min.	Customer Service Asst. A
2	Show Identification Card and Residence Certificate	Verify if the applicant has no previous records			2 min.	Customer Service Asst. A
3		Change of Concessionaires name			2 min.	Data Encoder
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST - DISCONNECTION (VOLUNTARY)						
Step	Applicant/Client	Service Provider	Fee	Form to Fill Out	Processing Time	Person In-Charge
1	Fill-out and Submit Form	Log and Forward to Repair and Maintenance		Service Request Form	3 mins.	Customer Service Rep. A
2	Sign Acknowledgment Form	Disconnect Service Connection		Service Request Form	30 mins.	Maintenance Head
3		Safeguarding of the water meter for future reconnection		Water District Logbook	5 mins.	MCD Dispatch
END OF TRANSACTION						

## LIST OF FRONTLINE SERVICES

### SERVICE REQUEST - TRANSFER OF SERVICE CONNECTION

Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire the procedure for transfer of service connection	Prepare form to be filled-out for assessment		Service Request Form	5 mins.	Customer Service Asst. A
2		Log and Permit to Repair and Maintenance for field inspection			3 mins.	Customer Service Asst. A
3		Actual field inspection and submit the list of materials needed			30 mins.	Customer Service Asst. A
4	Pay transfer fee and materials needed for transfer	Receive Payment	F 200.00 plus materials needed		5 mins.	Dedicated Collector
5		Transfer service connection			Within the day	Relationship Head

END OF TRANSACTION

## LIST OF FRONTLINE SERVICES

SERVICE REQUEST - RECLASSIFICATION OF CONNECTION						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Explain the procedure for reclassification	Prepare form to be filled out		Service Request Form	1 min.	Customer Service Asst. A
2	Explain reason(s) for reclassification	Log and forward to Repair and Maintenance for field inspection			3 min.	Customer Service Asst. A
3		Actual field inspection and submit report			20 min.	Maintenance Head
4		Re-classify service connection			1 min.	Data Encoder
END OF TRANSACTION						



## LIST OF FRONTLINE SERVICES

SERVICE REQUEST - CONVERSION OF WATER CONNECTION SIZE						
Step	Applicant/Client	Service Provider	Fee	Forms to Fill Out	Processing Time	Person In-Charge
1	Inquire the procedure for conversion of water connection size	Prepare form to be filled out		Service Request Form	3 mins.	Customer Service Asst. A
2		Log and Forward to Repair and Maintenance for field inspection			3 mins.	Customer Service Asst. A
3		Actual field inspection and submit report			20 mins.	Maintenance Head
4	Sign Acknowledgment Form	Prepare the bill statement		Acknowledgment Form	3 mins.	Customer Service Asst. A
5	Payment of the bill of Materials	Receive Payment			5 mins.	Designated collector
6		Approved by General Manager and forward to personnel in charge				General Manager
7		Install the new water connection			Within the day	Maintenance Head
END OF TRANSACTION						

## **ORGANIZATIONAL SET-UP**

The Bago City Water District is presently headed by Engr. LEO J. ESPADA as General Manager, he exercises general supervision, control and direction of business affairs of the District.

The following are the Board of Directors of BACIWAD.

1. DR. MARTIN SAMUEL MANUEL E. TORRES : Chairman  
Civic Sector
2. ENGR. RAMANI G. JAVELOSA : Vice-Chairman  
Professional Sector
3. MRS. ALICE P. BALBOA : Secretary  
Education Sector
4. MRS. EDITHA F. EJASTRO : Treasurer  
Women's Sector
5. MRS. VICTORIA Y. MATTI : Member  
Business Sector

For inquiries / Suggestions / Observations and Complaints please write, visit or call our office located at:

Address: BAGO CITY WATER DISTRICT  
Social Justice Complex, Rafael Salas Drive  
Bago City, Negros Occidental

Tel. No. : (034) 4610365 (PLDT-TELEFAX)  
(034) 7328177 (GLOBE)

Telefax No.: (034) 4611097 (PLDT)

**"You'll never miss the water until the well runs dry."**