



BUSTOS WATER DISTRICT

CITIZEN'S CHARTER



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(2019 – 1st Edition)



I. Mandate:

The Bustos Water District (BWD), a government-owned and controlled corporation, was formed by virtue of Provincial Water Utilities Act of 1973, otherwise known as Presidential Decree No. 198 through the issuance of Certificate of Conformance (CCC) No. 369 by the Local Water Utilities Administration on November 29, 1989, is mandated to do the following:

1. Provides water supply for the residents of the Municipality of Bustos, Bulacan and within the legal jurisdiction of the District;
2. Performs other functions and operations relative to water resource development, utilization and disposal among its concessionaires

II. Vision:

To be the leading water district equipped with latest technology, well-developed system that would cope with the competitive environment.

III. Mission:

To provide adequate, safe, potable and affordable water for the whole community with competent public office that is socially and ecologically responsible in promoting efficient and professional service.

IV. Service Pledge:

We, the officials and employees of BUSTOS WATER DISTRICT, commit ourselves to maintain and to protect the welfare and safety of our concessionaires by providing clean, safe and adequate water supply as well as to deliver fast, reliable, dependable and efficient service at all times.



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Accounting and Budget Division

External Services



1. Release of Purchase Materials

About the service

Release of materials purchased by concessionaires that are vital in service connection and during emergency repairs. All issuance of materials shall be based on accomplished Store Requisition Slip (SRS) and Requisition Issue Voucher (RIV).

Schedule of availability of the service: Monday to Friday – 8:00 am to 5:00 pm, no noon break

Office:	Accounting and Budget Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Store Requisition Slip (SRS)		Construction and Design Division		
2. Requisition Issue Voucher (RIV)		Accounting and Budget Division		
3. Official Receipt		Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to purchase materials	1.0. Receive request to purchase materials	None	5 minutes	Customer Service Assistant – Commercial Division
	1.1. Prepare Requisition Issue Voucher	None	15 minutes	Customer Service Assistant - Commercial Division
2. Pay total amount in the RIV	2. Issues Official Receipt	Refer to the Cost of Materials on page 7	5 minutes	Cashier – Finance Division
3. Return RIV with corresponding proof of payment	3.0. Receive RIV and check Official Receipt	None	5 minutes	Customer Service Assistant - Commercial Division



	3.1. Forward the RIV to the Accounting and Budget Division	None	5 minutes	Customer Service Assistant – Commercial Division
4. Receive materials	4. Verify RIV and issue materials to the concessionaire	None	10 minutes	Storekeeper – Accounting and Budget Division
	TOTAL		45 minutes	

Cost of Materials

Materials	Cost
Lockwings	180.00
Standpipe	50.00
Tailpiece	50.00
Coupling Adaptor ½"	85.00
Coupling Adaptor ¾"	130.00
Coupling Adaptor 1.0"	175.00
Coupling Adaptor 2.0"	500.00
Male Adaptor	45.00
P.E. Tubing ½" (per meter)	20.00
P.E. Tubing ¾" (per meter)	25.00
P.E. Tubing 1" (per meter)	40.00
GI Tee	30.00
GI Elbow	25.00
Street Elbow	30.00
GI Plug	15.00
Female Elbow	65.00
GI Coupling	25.00
Elbow connector ½"	70.00
Magnetic Key ½"	280.00
Gate valve ½"	210.00
Nipple 1 x 5	70.00
Universal Key Lockwings	280.00



Accounting and Budget Division

Internal Services



1. Release of Requested Materials

About the service

Release of materials as requested by the end-user. All issuance of materials shall be based on accomplished Store Requisition Slip (SRS) and Requisition Issue Voucher (RIV).

Schedule of availability of the service: Monday to Friday – 8:00 am to 5:00 pm, no noon break

Office:	Accounting and Budget Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Officers and staff of Construction and Design Divisions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Store Requisition Slip (SRS)			Construction and Design Division	
2. Requisition Issue Voucher			Accounting and Budget Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse accomplished Store Requisition Slip from the approved and/or Service Request	1. Receive Store Requisition Slip	None	5 minutes	Water Maintenance Head – Construction and Design Division
2. No activity	2. Validate the request and check availability of stock	None	10 minutes	Storekeeper – Accounting and Budget Division
3. Receive and sign acceptance of materials as requested	3. Issue materials based on approved SRS	None	25 minutes	Storekeeper – Accounting and Budget Division
TOTAL			40 minutes	



Administrative & General Services Division

External Services



1. Request for Certificate of Employment/Service Record/Clearance

About the service

All separated employees can request for Certificate of Employment/Service Record/Clearance with the District to be used for legal purpose.

Schedule of availability of the service: Monday to Friday – 8:00 am to 5:00 pm, no noon break

Office:	Administrative and General Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All separated employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request stating the purpose of the documents being requested		Separated Employee		
2. Certificate of Employment/Service Record/Clearance		Administrative and General Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting the issuance of Certificate of Employment/Service Record	1.0. Receive the request	None	3 minutes	Data Encoder – Administrative and General Services Division
	1.1. Endorse the request to the Administrative Division Manager for recommendation of approval	None	5 minutes	Data Encoder - Administrative and General Services Division
2. No activity	2.0. Validate the request and recommend its approval	None	15 minutes	Division Manager – Administrative and General Services
	2.1. Endorse the request to the General Manager	None	5 minutes	Records Officer – Administrative & General Services Division
3. No activity	3.0. Approve the request	None	15 minutes	General Manager



	3.1. Return the approved request to the AGSD Division Manger	None	5 minutes	Records Officer – Office of the GM
4. No activity	4.0. Prepare and review the Certificate of Employment/Service Record/Clearance	None	1 day	Division Manager – Administrative & Gen. Service Div.
	4.1. Endorse Certificate of Employment/Service Record/Clearance to General Manager	None	5 minutes	Records Officer – Administrative & Gen. Service Div.
5. No activity	5. Sign the Certificate of Employment/Service Record/Clearance	None	15 minutes	General Manager
6. Receive the Certificate of Employment/Service Record/Clearance	6.0. Call and inform the separated employee on the availability of the requested document	None	10 minutes	Records Officer – Administrative & Gen. Service Div.
	6.1. Furnish the Certificate of Employment/Service Record/Clearance to the separated employee	None	10 minutes	Records Officer – Administrative and General Services Division
	TOTAL		1 day, 1 hour and 28 minutes	



Administrative & General Services Division

Internal Services



1. Request for Monetization of Leave Credits

About the service

Vacation and Sick Leave can be monetized subject to CSC and COA Laws and Rules

Schedule of availability of the service: Monday to Friday – 8:00 am to 5:00 pm, no noon break

Office:	Administrative and General Services Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All incumbent regular and casual employees with leave credits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request with the justification of availment of monetization 2. Clinical abstract in case of health reason/Barangay Clearance in case of financial assistance			Employee	
2. Application for Leave			Administrative and General Services Division	
3. Check Voucher 4. Check			Finance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting monetization of leave credits with its justification and other supporting documents	1.0. Receive the request	None	3 minutes	Data Encoder – Administrative and General Services Division
	1.1. Endorse the request with supporting documents to the Administrative Division Manager for recommendation of approval	None	15 minutes	Data Encoder - Administrative and General Services Division
2. No activity	2.0. Validate the request and recommend its approval	None	20 minutes	Division Manager – Administrative and General Services
	2.1. Endorse the request to the General Manager	None	5 minutes	Records Officer – Administrative & Gen. Services Div.
3. No activity	3.0. Approve the request	None	20 minutes	General Manager



	3.1. Return the approved request to the AGSD Division Manger	None	5 minutes	Records Officer – Office of the GM
4. Fill-up Application Leave form	4.0. Inform employee that the request has been approved and advice to fill-up Leave application form	None	20 minutes	Data Encoder – Administrative & Gen. Services Div.
	4.1. Update leave records and process leave application form	None	3 hours	Data Encoder – Administrative & Gen. Services Div.
	4.2. Forward leave application to AGSD Division Manager for certification of leave balance	None	5 minutes	Data Encoder – Administrative & Gen. Services Div.
5. No activity	5.0. Certify leave balance	None	20 minutes	Division Manager – Administrative & Gen. Services
	5.1. Endorse leave application to the Division Manager concern for recommendation of approval	None	10 minutes	Records Officer – Administrative & Gen. Services Div.
6. No activity	6.0. Recommend approval of monetization	None	20 minutes	Division Manager (Concern Division)
	6.1. Forward application for leave (monetization) to the General Manager	None	10 minutes	Records Officer (Concern Division)
7. No activity	7.0. Approve the application for leave (monetization)	None	20 minutes	General Manager
	7.1. Forward application for leave (monetization) to the Finance Division	None	10 minutes	Record Officer – Office of the General Manager
8. No activity	8.0. Prepare the voucher	None	30 minutes	Clerk Processor - Finance Division
	8.1. Check the supporting documents	None	30 minutes	Accounting Processor – Finance Division
	8.2. Review and sign recommendation for approval of check voucher	None	20 minutes	Division Manager-Finance
	8.3. Forward voucher to Accounting and Budget Division	None	10 minutes	Records Officer-Finance Division



9. No activity	9.0. Certify availability of Funds and record budget utilization	None	30 minutes	Division Manager – Accounting and Budget
	9.1. Forward CV to Office of the General Manager	None	10 minutes	Records Officer – Accounting & Budget Division
10. No activity	10.0. Approve Check Voucher	None	20 minutes	General Manager
	10.1. Endorse CV to Finance Division	None	10 minutes	Records Officer – Office of the GM
11. No activity	11.0. Prepare check	None	15 minutes	Cashier – Finance Division
	11.1. Sign the check	None	5 minutes	Division Manager – Finance Division
	11.2. Forward check with supporting documents to Office of the GM	None	10 minutes	Records Officer- Finance Division
	11.3. Sign the check	None	5 minutes	General Manager
	11.4. Endorse check with supporting documents to Finance Division	None	10 minutes	Records Officer – Office of the GM
12. Receive the check and sign in the receive portion of the voucher	12.0 Release check	None	10 minutes	Cashier – Finance Division
	12.1. Secure copy of voucher and update records of leave balance	None	15 minutes	Data Encoder- Administrative & Gen. Services Division
	TOTAL		1 day, 1 hour & 53 minutes	



1. Request for Certificate of Employment/Service Record

About the service

All incumbent employees can request for Certificate of Employment/Service Record with the District to be used for legal purpose.

Schedule of availability of the service: Monday to Friday – 8:00 am to 5:00 pm, no noon break

Office:	Administrative and General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All incumbent employees (Regular, Casual, Job Order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request stating the purpose of the documents being requested		Employee		
2. Certificate of Employment/Service Record		Administrative and General Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting the issuance of Certificate of Employment/Service Record	1.0. Receive the request	None	3 minutes	Data Encoder – Administrative and General Services Division
	1.1. Endorse the request to the Administrative Division Manager for recommendation of approval	None	5 minutes	Data Encoder - Administrative and General Services Division
2. No activity	2.0. Validate the request and recommend its approval	None	15 minutes	Division Manager – Administrative and General Services
	2.1. Endorse the request to the General Manager	None	5 minutes	Records Officer – Administrative & General Services Division
3. No activity	3.0. Approve the request	None	15 minutes	General Manager



	3.1. Return the approved request to the AGSD Division Manger	None	5 minutes	Records Officer – Office of the GM
4. No activity	4.0. Prepare and review the Certificate of Employment/Service Record/Clearance	None	1 day	Division Manager – Administrative & Gen. Service Div.
	4.1. Endorse Certificate of Employment/Service Record/Clearance to General Manager	None	5 minutes	Records Officer – Administrative & Gen. Service Div.
5. No activity	5.0. Sign the Certificate of Employment/Service Record/Clearance	None	15 minutes	General Manager
6. Receive the Certificate of Employment/Service Record/Clearance	6.0. Call and inform the employee on the availability of the requested document	None	10 minutes	Records Officer – Administrative & Gen. Service Div.
	6.1. Furnish the Certificate of Employment/Service Record/Clearance to the employee	None	10 minutes	Records Officer – Administrative and General Services Division
	TOTAL		1 day, 1 hour and 28 minutes	



Commercial Division

External Services



1. Application/Renewal for Senior Citizen's Discount

About the service

All qualified Senior Citizens may apply for the **5%** Senior Citizen's Discount, as provided in Article 12 of the Republic Act No. 9994, also known as the Expanded Senior Citizens Act of 2010. Discount will commence on the next billing.

Schedule of availability of the service: Monday to Friday – 7:30 to 5:00 pm, no noon break

Office:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Concessionaires whose household meter is registered under the name of the senior citizen residing therein for at least a year and the monthly consumption does not exceed 30 cu.m. water			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID of the applicant 2. Proof of age and citizenship 3. Proof of billing/water bill 4. Proof of residence			Concessionaire	
5. Application for Senior Citizen's Discount			Commercial Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirements	1. Validate the requirements presented by the applicant and verify if the applicant is qualified as per provision of the law.	None	3 minutes	Customer Service Assistant - Commercial Division
2. Fill-up the application form for Senior Citizen Discount	2. Check the completeness of the information needed.	None	25 minutes	Customer Service Assistant – Commercial Division
3. No activity	3. Forward the application to the Commercial Division Manager	None	5 minutes	Customer Service Assistant – Commercial Division



4. No activity	4.0. Review and sign recommendation for approval	None	30 minutes	Division Manager – Commercial Division
	4.1. Forward the application to the Office of the GM for approval	None	10 minutes	Records Officer – Commercial Division
5. No activity	5.0. Approve and sign the application	None	25 minutes	General Manager
	5.1. Return the approved application to Commercial Division	None	10 minutes	Records Officer – Office of the GM
6. No activity	6. Post discount in the Billing & Commercial System	None	20 minutes	Customer Service Assistant – Commercial Division
	TOTAL		2 hours & 8 minutes	

Note: Processing Time does not include queuing time and will start upon submission of complete requirements



2. Applying for Service Connection

About the service

All service connection applications shall only be processed upon full payment of corresponding fees and submission of complete requirements.

Schedule of availability of the service: Monday to Friday – 7:30 am to 5:00 pm, no noon break

Office:	Commercial Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All residents of Bustos covered by our service area, residents of Culianin and portion of San Jose, Plaridel, Bulacan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of ownership or proof of billing for the property address being applied for 2. Valid ID of the applicant		Applicant		
3. Water Service Application 4. Water Service Contract 5. Memorandum Receipt for Water Meter 6. Paalala sa mga Tagatangkilik 7. Deed of Undertaking 8. Privacy Notice and Consent Form		Commercial Division		
9. Official Receipt		Finance Division		
10. Store Requisition Slip		Construction and Design Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirements	1. Validate the requirements presented by applicant	None	3 minutes	Customer Service Assistant - Commercial Division
2. Verify location thru GIS	2.0. Print the location map generated thru GIS and forward to the Construction and Design Division for verification.	None	15 minutes	Customer Service Assistant – Commercial Division



	2.1. Confirm availability of pipelines and verify tapping point near the concessionaire's location	None	15 minutes	Water Maintenance Head – Construction and Design Division
3. Fill-up and sign the application forms	3.0. Check the completeness and correctness of the needed information	None	15 minutes	Customer Service Assistant – Commercial Division
4. Pay the necessary fees	4. Accept payment and issue corresponding Official Receipts	Php2,500.00	5 minutes	Cashier – Finance Division
5. Return the application form with the corresponding proof of payment	5.0. Receive the application form with the corresponding proof of payment	None	3 minutes	Customer Service Assistant – Commercial Division
	5.1. Forward the application to the Customer Service Officer for recommendation of approval	None	10 minutes	Customer Service Assistant – Commercial Division
	5.2. Review and recommend approval of service application	None	20 minutes	Customer Service Officer – Commercial Division
	5.3. Forward the application to the Construction and Design Division for pre-inspection of the site	None	5 minutes	Customer Service Assistant – Commercial Division
6. No activity	6.0. Conduct pre-inspection and prepare the necessary sketches and list of materials needed for installation	None	2 days	Water Maintenance Head – Construction and Design Division
	6.1. Review and sign recommendation for approval	None	20 minutes	Division Manager – Construction and Design Division
	6.2. Forward the service application for approval	None	5 minutes	Clerk Processor – Construction and Design
	6.3. Approve service connection application	None	15 minutes	General Manager



7. No activity	7.0. Prepare Store Requisition Slip	None	15 minutes	Water Maintenance Head – Construction and Design Division
	7.1. Issue materials based on approved SRS	None	25 minutes	Storekeeper – Accounting and Budget Division
8. Accept the work done	8. Install service connection	None	1 day	Water Maintenance Man – Construction and Design
	TOTAL	Php 2,500.00	3 days and 2 hours and 51 minutes	

Note: Processing Time does not include queuing time and will start upon submission of complete requirements



3. Other Services

About the service

The concessionaires may request for other services such as transfer, relocation, calibration and change of meter, water leaks and other complaints.

Schedule of availability of the service: Monday to Friday – 7:30 to 5:00 pm, no noon break

Office:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All concessionaires of Bustos Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the owner and/or authorized representative	Concessionaire			
2. Service Request	Commercial Division			
3. Water Bill Receipt/Official Receipt	Finance Division			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirements	1.0. Validate the requirements presented by the applicant	None	3 minutes	Customer Service Assistant - Commercial Division
	1.1. Prepare service request for service reconnection	None	5 minutes	Customer Service Assistant – Commercial Division
	1.2. Verify any arrearages to be settled	None	3 minutes	Customer Service Assistant – Commercial Division
2. Pay the necessary charges	2. Accept payment and issue corresponding receipt	Refer to the schedule of Fees on page 27	3 minutes	Cashier - Finance Division



3. Return the service request with the corresponding proof of payment	3.0. Receive the service request with the corresponding proof of payment	None	3 minutes	Customer Service Assistant – Commercial Division
	3.1. Forward the service request to the Commercial Division Manager for approval.	None	5 minutes	Customer Service Assistant – Commercial Division
	3.2. Forward the service request to the Construction and Design Division	None	5 minutes	Customer Service Assistant – Commercial Division
4. Sign in the accomplishment portion in the service request	4.0. Execute action as requested and approved	None	1 day	Water Maintenance Man – Construction and Design Division
	4.1. Update record in the Billing & Collection System	None	20 minutes	Customer Service Assistant – Commercial Division
	TOTAL		1 day and 47 minutes	

Note: Processing Time does not include queuing time and will start upon submission of complete requirements



Schedule of Fees for Other Services

Services	Fee
Transfer Fee	750.00
Meter Relocation	150.00
Calibration Fee	150.00
Change Meter	1,200.00



4. Request for Change of Property Ownership

About the service

Request for change of property ownership can emanate either from the original owner or the new property owner provided the consent was given by the original owner, otherwise, proof of property ownership will be required. Effectivity of change of property ownership will be reflected in the next billing.

Schedule of availability of the service: Monday to Friday – 7:30 am to 5:00 pm, no noon break

Office:	Commercial Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All concessionaires of Bustos Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D. of the original owner 2. Valid I.D. of the new owner 3. Proof of property ownership		Concessionaire		
4. Application Form for Change of Property Ownership 5. Water Service Application 6. Water Service Contract 7. Memorandum Receipt for Water Meter 8. Paalala sa mga Tagatangkilik 9. Deed of Undertaking 10. Privacy Notice and Consent Form		Commercial Division		
11. Official Receipt		Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirements	1. Validate the requirements presented by the applicant	None	3 minutes	Customer Service Assistant - Commercial Division
2. Fill-up and sign the application forms	2. Check the completeness and correctness of the needed information	None	5 minutes	Customer Service Assistant – Commercial Division



3. Pay the necessary fees	3. Accept payment and issue corresponding Official Receipts	Php 300.00	5 minutes	Cashier – Finance Division
4. Return the application form with the corresponding proof of payment	4.0. Receive the application form with the corresponding proof of payment	None	3 minutes	Customer Service Assistant – Commercial Division
	4.1. Forward the application to the Commercial Division Manager for recommendation of approval	None	5 minutes	Customer Service Assistant – Commercial Division
	4.2. Review and recommend approval of application for change of property ownership	None	15 minutes	Division Manager – Commercial Division
	4.3. Approve the application for change of property ownership	None	15 minutes	General Manager
5. No activity	5.0. Call the applicant and notify of the approval of the application	None	1 day	Customer Service Assistant – Commercial Division
	5.1. Update record of concessionaire in the Billing and Collection System	None	20 minutes	Customer Service Assistant – Commercial Division
	TOTAL	Php 300.00	1 day, 1 hour and 11 minutes	

Note: Processing Time does not include queuing time and will start upon submission of complete requirements



5. Request for Service Reconnection

About the service

Reconnection of disconnected service shall commence upon payment of reconnection fee and all obligation. No reconnection fee if the request was made within the day the service was disconnected.

Schedule of availability of the service: Monday to Friday – 7:30 am to 5:00 pm, no noon break

Office:	Commercial Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All concessionaires of Bustos Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the owner and/or authorized representative		Concessionaire		
2. Service Request		Commercial Division		
3. Water Bill Receipt/Official Receipt		Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the needed requirements	1.0. Validate the requirements presented by the applicant	None	3 minutes	Customer Service Assistant - Commercial Division
	1.1. Prepare service request for service reconnection	None	5 minutes	Customer Service Assistant – Commercial Division
	1.2. Verify any arrearages to be settled	None	3 minutes	Customer Service Assistant – Commercial Division
2. Pay arrearages if there's any	2. Accept payment and issue corresponding receipt	Refer to the schedule of Reconnection Fee on page 31	5 minutes	Cashier – Finance Division



3. Return the service request with the corresponding proof of payment	3.0. Receive the service request with the corresponding proof of payment	None	3 minutes	Customer Service Assistant – Commercial Division
	3.1. Forward the service request to the Commercial Division Manager for approval.	None	5 minutes	Customer Service Assistant – Commercial Division
	3.2. Approve the request for reconnection	None	15 minutes	Division Manager – Commercial Division
	3.3. Forward the approved request to the Construction and Design Division	None	5 minutes	Customer Service Assistant – Commercial Division
4. Sign in the accomplishment portion in the service request	4.0. Reconnect service connection	None	1 day	Water Maintenance Man – Construction and Design Division
	4.1. Update record in the Billing & Collection System	None	20 minutes	Customer Service Assistant – Commercial Division
	TOTAL		1 day, 1 hour and 4 minutes	

Note: Processing Time does not include queuing time and will start upon submission of complete requirements

Schedule of Reconnection Fee:

Services	Fee
Reconnection of Temporary Disconnected Meter	150.00
Reconnection of Pull-out Meter	500.00



6. Request for Temporary/Permanent Disconnection

About the service

The concessionaires can request for a temporary or permanent disconnection, provided that all obligations are fully paid. However, the maximum length of time for temporary disconnection is up to 6 months only, otherwise meter will be pulled-out.

Schedule of availability of the service: Monday to Friday- 7:30 am to 5:00 pm, no noon break

Office:	Commercial Division				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who May Avail:	All concessionaires of Bustos Water District				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid ID of the owner and/or authorized representative			Concessionaire		
2. Service Request			Commercial Division		
3. Request for Temporary/Permanent Disconnection					
4. Water Bill Receipt/Official Receipt			Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present the needed requirements	1.0. Validate the requirements presented by the applicant	None	3 minutes	Customer Service Assistant - Commercial Division	
	1.1. Prepare service request for Temporary/Permanent Disconnection	None	5 minutes	Customer Service Assistant – Commercial Division	
	1.2. Verify any arrearages to be settled	None	3 minutes	Customer Service Assistant – Commercial Division	



2. Pay arrearages if there's any	2. Accept payment and issue corresponding receipt	Refer to the schedule of water rate on pages 37-38	5 minutes	Cashiering Assistant – Finance Division
3. Return the service request with the corresponding proof of payment	3.0. Receive the service request with the corresponding proof of payment	None	3 minutes	Customer Service Assistant – Commercial Division
	3.1. Forward the service request to the Construction and Design Division to determine water consumption.	None	5 minutes	Customer Service Assistant – Commercial Division
4. Receive the notice of usage to be paid	4.0. Read and inspect the meter and inform the concessionaire of any usage to be paid	None	1 day	Water Maintenance Man – Construction and Design Division
	4.1. Return the service request to the Commercial Division for monitoring	None	5 minutes	Water Maintenance Head - Construction and Design Division
5. Pay the necessary fees if any	5.0. Accept and issue corresponding Official Receipt	Refer to the schedule of water rate on pages 37-38	3 minutes	Cashier – Finance Division
	5.1. Forward the service request form and request for disconnection to the Commercial Division Manager for approval	None	5 minutes	Customer Service Assistant – Commercial Division
	5.2. Approve the request for disconnection	None	15 minutes	Division Manager – Commercial Division
	5.3. Forward the approved request to the Construction and Design Division	None	5 minutes	Customer Service Assistant – Commercial Division
6. Sign in the accomplishment portion in the service request	6.0. Disconnect service connection	None	1 day	Water Maintenance Man – Construction and Design



	6.1. Update record in the Billing and Collection System	None	20 minutes	Customer Service Assistant – Commercial Division
	TOTAL		2 days, 1 hour and 17 minutes	

Note: Processing Time does not include queuing time and will start upon submission of complete requirements



Finance Division

External Services



1. Paying of Water Bill

About the service

The concessionaires may pay their water bill through office collection or field/barangay collection.

Payment before due date entitles the concessionaire to a **5% discount** on current water bill and **10% penalty** will be levied on water bill paid after due date.

Schedule of availability of the service: Monday to Friday – 7:30 am to 5:00 pm, no noon break

Office:	Finance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All concessionaires of Bustos Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Notice		Concessionaire		
2. Water Bill Receipt/Official Receipt		Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing notice or provide the teller of the account number of the account to be paid	1. Accept payment and issue corresponding water bill receipt	Refer to the schedule of water rate on page 37-38	5 minutes	Cashiering Assistant – Finance Division
TOTAL			5 minutes	

Note: Processing Time does not include queuing time and will start upon submission of complete requirements



Schedule of Approved Water Rates

Classification	Size	Minimum Charge (1-10 cu.m.)	Commodity Charges		
			11-20 cu.m.	21-30 cu.m.	31 cu.m.-up
Residential/Government	½"	110.00	11.00	12.10	14.30
	¾"	176.00	11.00	12.10	14.30
	1"	352.00	11.00	12.10	14.30
	1 ½"	880.00	11.00	12.10	14.30
	2"	2,200.00	11.00	12.10	14.30
	3"	3,960.00	11.00	12.10	14.30
	4"	7,920.00	11.00	12.10	14.30
Commercial/Industrial	½"	220.00	22.00	24.20	28.60
	¾"	352.00	22.00	24.20	28.60
	1"	704.00	22.00	24.20	28.60
	1 ½"	1,760.00	22.00	24.20	28.60
	2"	4,400.00	22.00	24.20	28.60
	3"	7,920.00	22.00	24.20	28.60
	4"	15,840.00	22.00	24.20	28.60
Commercial A	½"	192.50	19.25	21.15	25.00
	¾"	308.00	19.25	21.15	25.00
	1"	616.00	19.25	21.15	25.00
	1 ½"	1,540.00	19.25	21.15	25.00
	2"	3,850.00	19.25	21.15	25.00
	3"	6,930.00	19.25	21.15	25.00
	4"	13,860.00	19.25	21.15	25.00



Commercial B	1/2"	165.00	16.50	18.15	21.45
	3/4"	264.00	16.50	18.15	21.45
	1"	528.00	16.50	18.15	21.45
	1 1/2"	1,320.00	16.50	18.15	21.45
	2"	3,300.00	16.50	18.15	21.45
	3"	5,940.00	16.50	18.15	21.45
	4"	11,880.00	16.50	18.15	21.45
Commercial C	1/2"	137.50	13.75	15.10	17.85
	3/4"	220.00	13.75	15.10	17.85
	1"	440.00	13.75	15.10	17.85
	1 1/2"	1,100.00	13.75	15.10	17.85
	2"	2,750.00	13.75	15.10	17.85
	3"	4,950.00	13.75	15.10	17.85
	4"	9,900.00	13.75	15.10	17.85
Bulk/Wholesale	1/2"	330.00	33.00	36.30	42.90
	3/4"	528.00	33.00	36.30	42.90
	1"	1,056.00	33.00	36.30	42.90
	1 1/2"	2,640.00	33.00	36.30	42.90
	2"	6,600.00	33.00	36.30	42.90
	3"	11,880.00	33.00	36.30	42.90
	4"	23,760.00	33.00	36.30	42.90



2. Processing of Payables and Releasing of Checks

About the service

Payment of obligations to suppliers and other payables

Schedule of availability of the service: Monday to Friday – 8:00 am to 5:00 pm, no noon break

Office:	Finance Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who May Avail:	All suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order		End-user		
2. Voucher		Finance Division		
3. Withholding Tax Certificates		Finance Division		
4. Official Receipt		Supplier/Payee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1.0. Receive Purchase Order with supporting documents from the end-user	None	5 minutes	Clerk Processor – Finance Division
	1.1. Check supporting documents and corresponding due dates	None	10 minutes	Clerk Processor – Finance Division
	1.2. Prepare voucher and withholding tax certificates	None	30 minutes	Clerk Processor – Finance Division
2. No activity	2.0. Forward the voucher with supporting documents to Accounting Processor	None	5 minutes	Clerk Processor- Finance Division
	2.1. Check the supporting documents and journal entries	None	30 minutes	Accounting Processor – Finance Division
	2.2. Forward the Voucher to Accounting and Budget Division for Certification of Budget Utilization	None	10 minutes	Clerk Processor – Finance Division



3. No activity	3.0. Certify and record budget utilization	None	30 minutes	Division Manager – Accounting and Budget Division
	3.1. Return the voucher with supporting documents to Finance Division	None	10 minutes	Records Officer – Accounting & Budget Division
4. No activity	4.0. Forward the voucher with supporting documents to the Division Manager	None	5 minutes	Clerk Processor – Finance Division
	4.1. Certify that supporting documents are proper and complete	None	10 minutes	Division Manager – Finance Division
	4.2. Forward the voucher with supporting documents to the Office of the General Manager	None	10 minutes	Clerk Processor – Finance Division
5. No activity	5.0. Approve the voucher	None	20 minutes	General Manager
	5.1. Return the approved voucher to Finance Division	None	10 minutes	Records Officer – Office of the GM
6. No activity	6.0. Prepare check and log the same for check monitoring	None	15 minutes	Cashier – Finance Division
	6.1. Sign the check	None	5 minutes	Division Manager – Finance Division
	6.2. Forward check with supporting documents	None	10 minutes	Clerk Processor – Finance Division
	6.3. Sign the check	None	5 minutes	General Manager
	6.4. Endorse check with supporting documents to Finance Division	None	10 minutes	Records Officer – Office of the GM
7. Receive check payment and issue corresponding Official Receipt	7. Release the check and withholding tax certificate	None	10 minutes	Cashier – Finance Division
TOTAL			4 hours	



Finance Division

Internal Services



1. Payment of Salary

About the service

Payment of salary of all employees – Regular, Casual and Job Order

Schedule of availability of the service: Monday to Friday – 8:00 am to 5:00 pm, no noon break

Office:	Finance			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All employees (Regular, Casual and Job Order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll sheets – Regular, Casual, Job Order		Accounting and Budget Division		
2. Check Voucher 3. Cash Advance Slip		Finance Division		
4. Overtime Authorization 5. Job Order Accomplishment		Administrative and General Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No activity	1. Prepare and forward Job Order accomplishment and validated overtime authorization	None	1 hour	Data Encoder – Administrative and General Services Division
2. No activity	2.0. Prepare Payroll sheets	None	2 days	Computer Operator – Accounting and Budget Division
	2.1. Forward Payroll Sheet	None	10 minutes	Records Officer – Accounting and Budget Division
3. No activity	3.0. Forward the Payroll sheet to the Cashier	None	5 minutes	Records Officer – Finance Division



	3.1. Secure Cash Advance Slip from Accounting and Budget Division and prepare CA based on payroll sheets received	None	10 minutes	Cashier – Finance Division
	3.2. Forward the CA slip to Accounting and Budget Division	None	10 minutes	Records Officer – Finance Division
	3.3. Certify availability of Funds	None	5 minutes	Division Manager – Accounting and Budget Division
	3.4. Endorse CA slip to Finance Division	None	10 minutes	Records Officer – Accounting and Budget Division
	3.5. Sign recommendation for approval of CA	None	5 minutes	Division Manager - Finance
	3.6. Endorse CA slip to Office of the General Manager	None	10 minutes	Records Officer – Finance Division
	3.7. Approve CA	None	5 minutes	General Manager
4. No activity	4.0. Endorse approved CA slip to Finance Division	None	10 minutes	Records Officer – Office of the GM
	4.1. Prepare the voucher	None	30 min	Clerk Processor – Finance Division
	4.2. Sign recommendation for approval of check voucher	None	20 minutes	Division Manager – Finance Division
	4.3. Forward voucher to Accounting and Budget Division	None	10 minutes	Records Officer – Finance Division
	4.4. Certify availability of Funds and record budget utilization	None	30 minutes	Division Manager – Accounting and Budget
	4.5. Forward CV to Office of the General Manager	None	15 minutes	Records Officer – Accounting and Budget Division
	4.6. Approve Check Voucher	None	20 minutes	General Manager
	4.7. Endorse CV to Finance Division	None	10 minutes	Records Officer – Office of the GM



5. No activity	5.0. Prepare the check	None	15 minutes	Cashier – Finance Division
	5.1. Sign the check	None	5 minutes	Division Manager – Finance Division
	5.2. Forward check with supporting documents to Office of the GM	None	10 minutes	Records Officer – Finance Division
	5.3. Sign the check	None	5 minutes	General Manager
	5.4. Endorse check with supporting documents to Finance Division	None	10 minutes	Records Officer – Office of the General Manager
6. No activity	6.0. Encash check at Landbank	None	2 hours	Cashier – Finance Division
	6.1. Prepare cash to individual pay envelop	None	1.5 hours	Cashier – Finance Division
7. Receive and sign in the payroll sheet	7. Release payroll to employees	None	1 hour	Cashier – Finance Division
	TOTAL		3 days, 1 hour and 50 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Your comment and suggestion is very important to us. Please let us know how we have served you through any of the following:</p> <ul style="list-style-type: none"> • Kindly fill-up our Concessionaire's Survey Form and drop it in the suggestion box at the concessionaires' payment area • Send feedback/comments through e-mail address: bustoswaterdistrict@yahoo.com • Submit your feedback/comments at our Administrative and General Services Division (AGSD) Contact Information:(044)761-1665;(044)761-8332;(02)8552-5038
<p>How feedbacks are processed</p>	<p>The Administrative Division Manager verifies the nature of queries, comments or feedback within one working day. The same will be referred to the Division concerned thru written notice. Upon receiving the reply from the concerned Division, the same will be endorsed to the General Manager for appropriate action. The client will be informed via e-mail or phone call of any action/reply.</p> <p>For follow-ups or queries, the contact information are as follows: (044)761-1665; (044)761-8332; (02)8552-5038</p>
<p>How to file a complaint</p>	<p>All complaints against the District must be filed at the Administrative and General Services Division. The following details must be present in the complaint:</p> <ul style="list-style-type: none"> • Full name and contact information of the complainant • Narrative of the complain • Evidences • Name of the person being complained of <p>For follow-ups or queries, the contact information are as follows: (044)761-1665; (044)761-8332; (02)8552-5038</p>



<p>How complaints are processed</p>	<p>All complaints against the District will be processed by the Administrative and General Services Division (AGSD).</p> <p>The AGSD evaluates and determines the complaints received immediately upon receipt. The AGSD shall coordinate with the concerned Division to answer the complaint and shall conduct investigation, if necessary. After the complaint has been addressed or after the conduct of investigation, the AGSD shall make an investigation report for the General Manager, for proper action.</p> <p>The complainant will be informed of any action on the complaint by the AGSD within 15 working days.</p> <p>For follow-ups or queries, the contact information are as follows: (044)761-1665; (044)761-8332; (02)8552-5038</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: 02-8478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 09008-881-6565</p>



OFFICE	ADDRESS	CONTACT INFORMATION
BWD – Office of the General Manager	A. Raymundo St., Poblacion, Bustos, Bulacan	(044)761-1665; (044)761-8332; (02)-8552-5038 bustoswaterdistrict@yahoo.com
Accounting and Budget Division	A. Raymundo St., Poblacion, Bustos, Bulacan	(044)816-7576
Administrative and General Services Division	A. Raymundo St., Poblacion, Bustos, Bulacan	(044)761-1665; (044)761-8332; (02)-8552-5038
Construction and Design Division	A. Raymundo St., Poblacion, Bustos, Bulacan	(02)8552-5038
Commercial Division	A. Raymundo St., Poblacion, Bustos, Bulacan	(044)761-0033
Finance Division	A. Raymundo St., Poblacion, Bustos, Bulacan	(044)816-7576
Water Resources Division	A. Raymundo St., Poblacion, Bustos, Bulacan	(02)8552-5038