



# **BATO WATER DISTRICT**

## **CITIZEN'S CHARTER**

**2019 (1<sup>st</sup> Edition)**



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## Agency Profile

### **I. Mandate:**

1. Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries;
2. To manage efficiently water resources for the effective delivery of water services to the Filipinos in rural areas.
3. To provide safe, affordable and adequate water to concessionaires within the service area coverage;
4. Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts, as are necessary or incidental to said purpose;

### **II. Vision:**

Adequately provide continuous and sufficient water service to satisfy the growing needs of all water concessionaires within the service area coverage.

### **III. Mission:**

In striving to serve the greatest number of concessionaires, the Bato Water District is committed to provide a reliable, adequate, potable and affordable water supply.

### **IV. Service Pledge:**

**Be** a leader in delivering utility service to the public as specified in our mission and vision, and guarantee a transparent business undertakings.

**Will** serve the concessionaires with courteousness and self-worth.

**Determined** to develop all possible water resources within the area that will ensure adequate supply of water for the community it serves;



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# BATO WATER DISTRICT

## Service Category

### External Services

#### 1. Estimates Material needed for the Installation of New Service Connection

<b>Office or Division:</b>	Operation & Maintenance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Applicant with approved Water Service Application			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Maintenance Order		Bato Water District – Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	Maintenance crew conducts inspection of location and estimate material requirement to be purchased by the applicant	None	45 minutes	<i>Francisco P. Mendez, Jr. Orlando T. Vargas Danilo M. Barba Jesus T. Vargas</i>
2. Purchase the list of required materials and notify the District when already available	Wait to be notified for the availability of required materials	None	None	<i>The Concessionaire</i>

#### 2. Installation of New Service Connection – from Tapping point to Water Meter

<b>Office or Division:</b>	Operation & Maintenance			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Applicant with approved Water Service Application			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Maintenance Order		Bato Water District – Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide the Material requirements	Install pipe lines and sets water meter and tap to the Main pipeline	None	2 – 3 hours w/o concrete breaking; 1 to 2 days with concrete breaking and road crossing	<i>Francisco P. Mendez, Jr. Orlando T. Vargas Danilo M. Barba Jesus T. Vargas</i>



### 3. RECONNECTION OF WATER SERVICE CONNECTION

<b>Office or Division:</b>	Operation & Maintenance			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Applicant with approved Application for reconnection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Maintenance Order		Bato Water District – Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	sets water meter and tap to the service pipeline	None	30 minutes Installation of Meter Only. 2-4 hours if reconnection starts from service mains	<i>Francisco P. Mendez, Jr.</i> <i>Orlando T. Vargas</i> <i>Danilo M. Barba</i> <i>Jesus T. Vargas</i>

### 4. DISCONNECTION OF WATER SERVICE

<b>Office or Division:</b>	Operation & Maintenance			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to concessionaire			
<b>Who may avail:</b>	Concessionaire with active water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Maintenance Order		Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Disconnect services and pull out water meter	None	30 minutes Installation of Meter Only. 2-4 hours if reconnection starts from service mains	<i>Francisco P. Mendez, Jr.</i> <i>Orlando T. Vargas</i> <i>Danilo M. Barba</i> <i>Jesus T. Vargas</i>



## 5. REPAIR OF LEAKING SERVICE LINE AFTER THE METER

<b>Office or Division:</b>	Operation & Maintenance			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to concessionaire			
<b>Who may avail:</b>	Concessionaire with active water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Service Request		Bato Water District's Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide materials needed to repair service line after the meter.	Repairs and replace leaking pipes after the meter	Depending on the number of hours spent to repair multiplied to the hourly rate of assigned Maintenance Crew	30 to 120 minutes depending on the extent of damages	<i>Francisco P. Mendez, Jr. Orlando T. Vargas Danilo M. Barba Jesus T. Vargas</i>

## 6. REQUEST FOR CHANGE FAUCET

<b>Office or Division:</b>	Operation & Maintenance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Concessionaire with active water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Service Request ; Faucet		Bato Water District's Commercial Division; Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request the Office of the District for the change of faucet	replace defective faucet	PHP 50.00	15 minutes	<i>Francisco P. Mendez, Jr. Orlando T. Vargas Danilo M. Barba Jesus T. Vargas</i>



## 7. REPAIR OF LEAKING TRANSMISSION & DISTRIBUTION MAIN

<b>Office or Division:</b>	Operation & Maintenance			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	Government to General Public			
<b>Who may avail:</b>	All Concessionaire & General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Maintenance Order		Bato Water District's Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Report any leakages or damages on the main pipes	Repairs and replace leaking and damaged main	None	Within the day without concrete breaking; 1 – 2 days with concrete breaking	<i>Francisco P. Mendez, Jr. Orlando T. Vargas Danilo M. Barba Jesus T. Vargas</i>

### Internal Services

#### 1. PROCESSING OF APPLICATION FOR NEW SERVICE CONNECTION

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Would-be-concessionaire without existing Water Connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID of water applicant				
Required cash to pay for the fees				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the office of Commercial Division and request for the processing of Application for New Service Connection, Provide simple sketch for the location of prospected service connection	1.1 Prepares Service Application for Construction Order & bring the duly prepared Application to the General Manager for approval	None	10 minutes	<i>Lindy T. Torzar or any responsible person in the District / General Manager</i>



Payment of Regulatory fees and charges	1.2 Accepts payment and issues Collection Receipts	*Application Fee 200.00 *Installation Fee 300.00 *Meter Charge 1,200.00 *Tapping Fee 150.00 *Meter Maintenance Charge 350.00  <b>Total PHP2,200.00</b>	4 minutes	Cashier or any responsible person in the District in lieu of the Cashier
Bring approved Application for New Connection to the Notary Public for notarization & submit the notarized application form to the District	1.3 Prepares Maintenance Order	None	2 minutes	Lindy T. Torzar or any responsible person in the District

## 2. PROCESSING OF APPLICATION FOR RECONNECTION

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Concessionaire with inactive water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of ownership of the service connection such as Notice of Billing, OR or certificate of occupancy		His own copy of previously issued Notice of Billing, Official receipt; Barangay Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Go to Commercial division of the District and apply for reconnection of service.	1.1 Determines and compute charges to be paid	None	10-15 minutes	Lindy T. Torzar or any responsible person in her absence
1.2 Pay reconnection fee, water in arrears and other charges	1.2 Accepts payment and issues Collection Receipts	Reconnection fee if no arrearages 75.00 With Arrearages 300.00 All Water arrearages Additional Meter charge if previous meter charge	4 minutes	Cashier or any responsible person in the District in lieu of the Cashier
1.3 Wait for Maintenance Crew to do the service requested	1.3 Prepares Maintenance Order for reconnection of services	None	2 minutes	Cashier or any responsible person in the District in lieu of the Cashier





### 3. PROCESSING OF REQUEST FOR SERVICE CLOSURE

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Concessionaire with active water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any document proving that she/he is the legitimate owner of service connection. Such as, but not limited to, Water Bill, Certificate of House occupancy, etc.		Barangay Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Commercial division of the District and request for disconnection of service.	1.1 Prepares Service Request for disconnection	None	2 minutes	<i>Lindy T. Torzar or any responsible person in her absence</i>
2. Signed the service request form	1.2 Forward the duly signed Service Request form to the Office of the General Manager for approval.	None	1 minute	<i>Amelia T. Bongalos or her duly authorized representative in her absence</i>

### 4. REQUEST BILLING ADJUSTMENT

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Concessionaire with active water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of billing for a particular period being requested for adjustment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Commercial division of the District and explain reason why adjustment is requested	1.1 determine the validity of request if adjustment is reasonable based on investigation report, interview or documents presented as the case maybe	None	4 minutes	<i>Lindy T. Torzar or any responsible person in her absence</i>
	1.2 If necessary, Computes the adjustment based	None	6 minutes	<i>Lindy T. Torzar or any responsible</i>



	on the District prescribed rule on adjustment of bills & prepares Refund Authorization Form when necessary			<i>person in her absence</i>
	1.3 Reviews the computation and recommends for approval	None	2 minutes	<i>Constantino R. Cordial</i>
	1.4 Approves Billing Adjustment Memorandum & refund authorization as the case maybe	None	1 minute	<i>Amelia T. Bongalos</i>

## 5. CHANGE OF ACCOUNT NAME

<b>Office or Division:</b>	Commercial			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Concessionaire with active water connection			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of ownership of Service Connection. such as but not limited to Certificate of Occupancy issued by Barangay Captain or Municipal Engineer, Real Property Tax Declaration.		To the concerned government agency for the particular document he is to secure		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Concessionaire shall proceed to the office of Commercial Division and request for the change of account Name	1.1 For valid proof, change of account will be granted	None	2 minutes	<i>Lindy T. Torzar or any responsible person in her absence</i>
2. Sign the request form	1.2 Prepares the request Form and submit to the General Manager for approval	None	2 minutes	<i>Lindy T. Torzar &amp; General Manager or any responsible person in their absence</i>
3. Pay the required fee	1.3 Accepts payment and issues receipt	PHP 50.00	2 minutes	<i>Cashier or any responsible person in her absence</i>



## 6. PAYMENT FOR WATER BILL & OTHER CHARGES & FEES

<b>Office or Division:</b>	Finance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Concessionaire			
<b>Who may avail:</b>	Concessionaire and other stakeholders doing business with the District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Notice of Billing, Cash or Check		Bato Water District Commercial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the Cashier the Notice of Billing whom payment will be credited	1.1 Verify in the computer the amount due	None	15 seconds	<i>Cashier or any responsible person in her absence</i>
2. Tender the required amount to pay the bill	1.2 Accepts the amount tendered & encodes the payment	Amount due stated in the Notice of Billing	2 minutes	<i>Cashier or any responsible person in their absence</i>
3. Receives the Official Receipt/collection receipt representing payment tendered	1.3 Issue Official Receipt/Collection Receipt for payment received.	None	15 seconds	<i>Cashier or any responsible person in her absence</i>

## 7. REQUEST FOR DISBURSEMENT VOUCHER

<b>Office or Division:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Employees, Private person & business entity			
<b>Who may avail:</b>	Employees, Suppliers & other stakeholders doing business with the District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete set of documents supporting the nature of claim		From the entity availing the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the Accounting unit complete set of documents supporting the claim	1.1 Validate or verify the completeness of documents or Prepares the required supporting documents	None	3 minutes	<i>Constantino R. cordial or the General Manager in his absence</i>
	1.2 Prepares disbursement voucher	None	2 minutes	<i>Constantino R. cordial or the General</i>



				Manager in his absence
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## 8. REQUEST FOR PAYMENT

<b>Office or Division:</b>	Finance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Employees, Private person & business entity			
<b>Who may avail:</b>	Employees, Suppliers & other stakeholders doing business with the District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved disbursement voucher		Accounting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Cashier of his or her concern	1.1 Prepares Check in payment of the claim together with check disbursement advise	None	2 minutes	Cashier
	1.2 Present the check to the Bank for verification	None	1-2 hours	Cashier
2. Accepts check payment	1.3 Releases the check		30 seconds	Cashier

## 9. REQUEST & PAYMENT FOR PETTY CASH FUND

<b>Office or Division:</b>	Office of the General Manager			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Employees			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipts, Sales Invoice		From business entity where procurement was made		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Manager the purpose of requesting the Petty cash fund or present sales invoice, Official receipt or any valid document for the claim	1.1 Assess the request or validate the receipt presented	None	1 minute	General Manager



2. Receives the amount as requested and sign the Working Fund Request Form	1.2 Prepares Working Fund Request and release the amount requested	None	1 Minute	<i>General Manager</i>
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## 10. REQUEST FOR SERVICE RECORD

<b>Office or Division:</b>	Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Employees			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Manager of his or her request	1.1 update & prepares the data of the service records	None	3 minutes	<i>General Manager</i>
2. Receives the Service Records	1.2 Print, sign and releases the document	None	2 minutes	<i>General Manager</i>

## 11. PREPARES NOTICE OF SALARY ADJUSTMENT

<b>Office or Division:</b>	Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to employees			
<b>Who may avail:</b>	Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Appropriate budget circular		DBM Issuances		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Prepares Notice of Salary adjustment pursuant to approved DBM Budget circular	None	3 minutes	<i>General Manager</i>
1. Receives and sign the Notice of Salary Adjustment	1.2 Print, sign and releases the document	None	2 minutes	<i>General Manager</i>

## FEEDBACK AND COMPLAINTS MECHANISM



<p>How to send feedback</p>	<ol style="list-style-type: none"> <li>1. Accomplish our Feedback Form and put in the drop box at the Public Assistance and Complain Desk or hand in to the person-in-charge</li> <li>2. Talk to our OFFICER OF THE DAY</li> <li>3. e-mail us through (<a href="mailto:batowatercat@yahoo.com">batowatercat@yahoo.com</a>) or text us at 09508861929</li> </ol>
<p>How feedbacks are processed</p>	<p>Accomplished feedback form is immediately recorded. Feedback requiring answer is forwarded to the concerned unit or individual and have to provide action as soon as possible but not to exceed 3 working days. Concerned individual was notified of the outcome of action taken.</p> <p>For follow up, customer may personally visit the District office, text or call CP# 09508861929</p>
<p>How to file a complaint</p>	<p>Accomplish our Feedback Form and put in the drop box at the Public Assistance and Complain Desk or hand in to the person-in-charge</p> <p>Complaint can also be filed via Text or Call or in writing addressed to the General Manager. The following information shall be provided:</p> <ul style="list-style-type: none"> <li>- Name of Person being complained;</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For follow up, customer may personally visit the District office, text or call CP# 09508861929</p>
<p>How complaints are processed</p>	<p>Received complaints are evaluated upon receipt. Upon evaluation, the Manager assigned a responsible employee to conduct the investigation and forward to the concerned employee for explanation</p> <p>The assigned investigator shall submit the report (Verbal or written) to the General Manager for appropriate action.</p> <p>The client will be notified of the outcome of the investigation pertaining the issue</p> <p>When the complaint cannot be resolved at the level of the Manager, it shall be elevated to the Board for their action</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Amelia T. Bongalos General Manager <a href="mailto:batowatercar@yahoo.com">batowatercar@yahoo.com</a></p>



Office	Address	Contact Information
<b>Office of the General Manager</b>	Bato Water District, Rizal St., Libod Poblacion, Bato, Catanduanes	0950 886 1929
<b>Accounting Office</b>	Bato Water District, Rizal St., Libod Poblacion, Bato, Catanduanes	0998 461 9793
<b>Billing Unit</b>	Bato Water District, Rizal St., Libod Poblacion, Bato, Catanduanes	0950 886 1929
<b>Collection Unit</b>	Bato Water District, Rizal St., Libod Poblacion, Bato, Catanduanes	0950 886 1929

