

BATO WATER DISTRICT (BWD)
Bato, Catanduanes



OPERATIONS

MANUAL

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BATO WATER DISTRICT OPERATIONS MANUAL

I. INTRODUCTION:

The Operations Manual of Bato Water District (BWD) contains the general information about the agency, its underlying functions, mandates, operating procedures and organizations.

The purpose of this Manual is to provide the readers knowledge about the district's responsibilities and structure and facilities.

The Manual is divided into several parts, as follows:

General Information. Contains the Agency profile, history, mandates and functions, mission and vision, performance pledge, corporate goals.

Organization and Responsibilities. The organizational structure and staffing pattern as approved by the DBM for Category D Water District and the respective duties and responsibilities of every employees.

Operating Procedures. Are the processes and procedures and work flow of BWD, illustrating the manner and procedure involved in daily operations.

II. DEFINITION OF TERMS

BWD – Bato Water District

Category D – Category of BWD as per evaluation made by LWUA on the submitted documents using the two stage-stage process of categorization based on the Revised Local Water District Manual on Categorization, Re-categorization and Other Categorization Matters (LWD-MaCRO)

GOCC – Government-Owned and Controlled Corporation

| | | |
|-------------------|---|--|
| LWUA | – | Local Water Utilities Administration |
| LWD-MaCRO- | | Local Water District Manual on Categorization and Other Categorization Matters |
| OSSP | – | Organizational Structure and Staffing Pattern |
| DBM | – | Department of Budget and Management |
| LWD | – | Local Water District |

a. AGENCY PROFILE

Bato Water District (BWD) is a Government-Owned and Controlled Corporation (GOCC). Its operation is autonomous, free and independent from any political subdivision. The independent statute of the district guarantees and strengthens the prosecution of its corporate affairs in a business-like manner. It is governed by a legislative board of directors. The operation and management is delegated to and under the direct supervision and control of the General Manager.

BWD falls under category D effective March 2012. Small WD as it was classified in the early year having connections with only a couple of hundreds active connections, operating with a negative figures coupled with major water system facilities passing under water was such a major problem. The twin effect of hard labor, love of work and perseverance of the employees, and the maximize use of its limited financial and human resources, BWD was able to survive the challenges towards achieving its goal and objectives in providing uninterrupted water service to the people of the Municipality of Bato, Catanduanes.

COMPANY HISTORY

The Bato Water District (BWD) was formed on March 15, 1979 by virtue of Sanguniang Bayan Resolution No. 69 s, 1979. Its Conditional Certificate of Conformance CCC No. 101 was issued by the Local Water Utilities Administration (LWUA) on November 7, 1979. It operates on the powers and authority conferred to it by Presidential Decree 198, otherwise known as the Provincial Water Utilities Act of 1973, as amended by PD 768 and PD 1479. LWUA, a government corporation served as the regulatory body of all local water districts providing financial, technical and regulatory services for the development of a water district

On September 21, 1991, Supreme Court Decision en banc GR No. 952-37.38 on the case of Davao City Water District et al versus Civil Service Commission declaring all local water districts as government owned and controlled corporation, as such Bato Water District then became a Government owned and controlled corporation. As a result employees' recruitment, hiring and other concerns are under the coverage of the Civil Service Commission. Salaries, wages and other financial considerations are based on the issuances of the Department of Budget & Management subject to the usual accounting and auditing requirements being provided by the Commission on Audit.

On November 18, 2011, DBM Circular Letter No. 2011-10 re: Revised Local Water District Manual on Categorization, Re-categorization and Other Related Matters (LWD-MaCRO) was issued as a basis for determining the new category of local water districts. Having complied with the guidelines as provided for in the LWD-MaCRO and upon evaluation of documents submitted to Local Water Utilities Administration (LWUA), Bato Water District (BWD) falls under *CATEGORY D* effective March 2012. As a result, the Department of Budget and Management (DBM) approved the Organizational Structure and Staffing Pattern (OS/SP) of the District with a total staffing of ten (10) positions consistent with the Model Organizational Structure/Staffing Pattern for *CATEGORY D* Water District.

BWD continue to exist despite of the challenges had faced in the past. As of December 31, 2015, the district has accumulated a total of 1,804 active service connections and is continue growing serving 13 barangays in the Municipality of Bato, Catanduanes.

At present BWD has 4 sources of water supply, 2 spring sources and 2 open sources. To augment supply of water during dry season, the stand-by source of Balongbong brook is being developed funded by the DPWH with filtration and treatment facilities inclusive in the project for the improvement of quality of water supply services provided to the people of Bato.

b. LEGAL MANDATE

The Bato Water District, with its legal mandate contained in Presidential Decree 198 otherwise known as “The Provincial Water Utilities Act of 1973” as amended by Presidential Decree Nos. 768 and 1479 and RA 9286 which provides the following:

- 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;*

This mandate is sought to be fulfilled by carrying out the strategic objectives of BWD, which was outlined from its programs and projects, as follows

1. Provide 24-hour supply of water to all concessionaires by developing new water sources.
2. Massive implementation of repairs and upgrading of water facilities for the reduction of Non-Revenue Water.
3. Provides clear drinking water in compliance with the PNSDW by treating water supply, conducts monthly bacteriological tests and Annual Physical & Chemical Analysis.
4. Expands service area coverage to increase service connections by installing new distribution lines.

This shall be worked against the framework of its vision and mission, which states:

Vision

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

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.

The delivery of quality services is aligned to its enshrined mission and vision, embodying its mandate has to be delivered through its human resource with a number and types of positions as authorized by the Department of Budget and Management.

c. CORPORATE GOALS

- We shall adopt and maintain **reasonable water tariff** that will complement the level of water service provided to the concessionaires within acceptable standards.
- Maintains adequate revenue to ensure BWD's financial health that will warrant the growth and viability of water service within the area coverage of the District.
- Organizational development and planning in the areas of systems & procedures, maximize the use of financial & human resources that will provide wages, benefits/incentives & social security to the officers and employees.
- Provide our employees with the opportunities for professional growth and advancement that will seal employees' loyalty to Bato Water District and to the public it serves.
- Continue to provide the corporate social responsibility to the community.

d. PERFORMANCE PLEDGE

The Bato Water District family, commit to:

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;

IV. ORGANIZATION AND RESPONSIBILITIES

a. ORGANIZATIONAL STRUCTURE

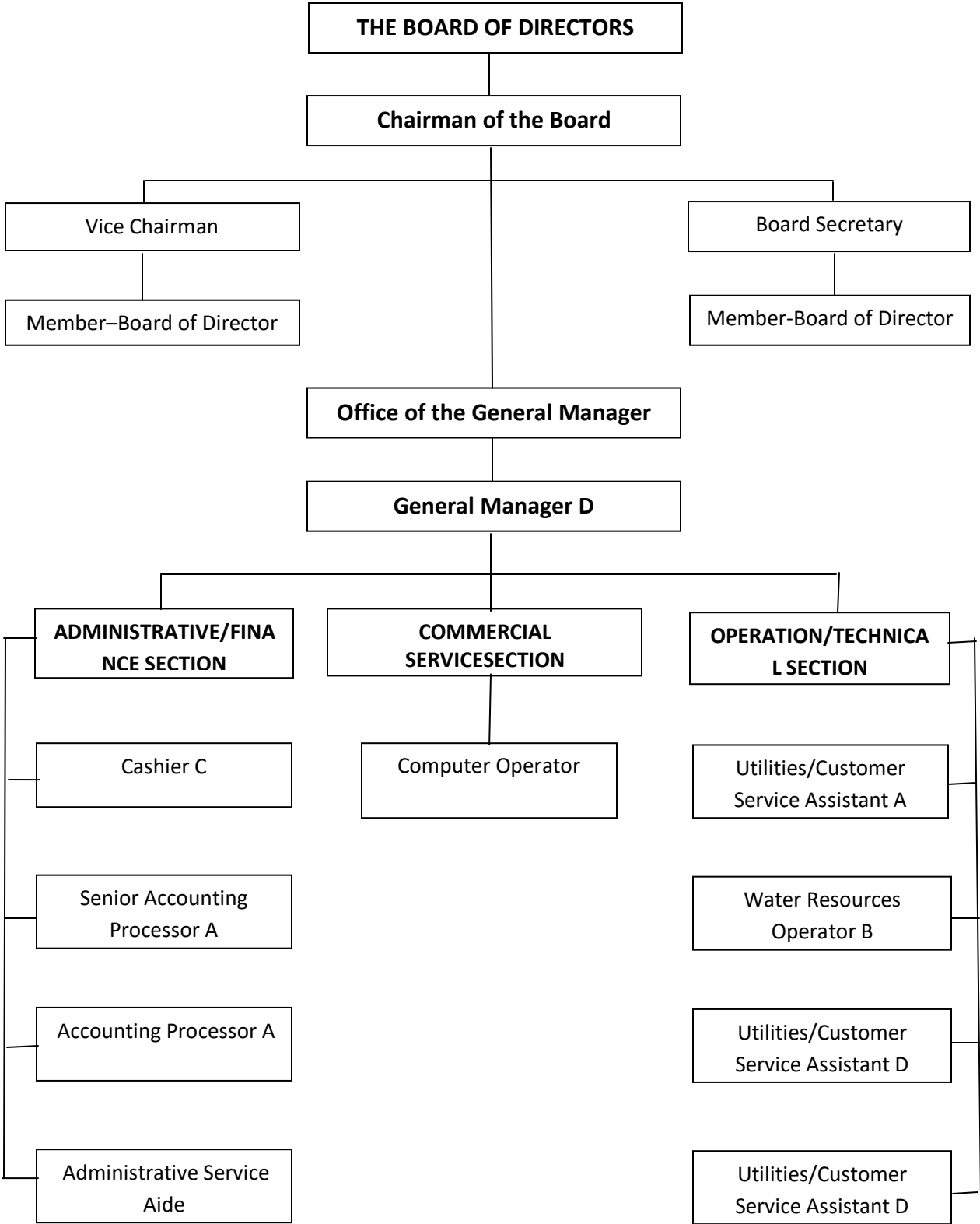
The original Organizational Structure and Staffing Pattern of BWD was designed on a private business set-up since its formation in March 15, 1979. Due to the ruling of the Supreme Court declaring that water districts are government owned and-controlled corporations with original charter, as such its officers and employees are covered by the Civil Service Law. As a result the organizational structure and staffing pattern has changed, it was patterned under the terms and conditions prescribed by the Department of Budget (DBM) as provided in the approved SME Manual for Local Water Districts. BWD was then categorized as *SMALL WD*, with a total of ten (10) an approved and authorized positions. On March, 2012 BWD was re-categorized under **Category D** by LWUA. The re-categorization had caused modifications in the staffing pattern and total manpower.

At present, the Organizational Structure and Staffing Patterns (OSSP) of BWD is composed of the following, to wit;

- Office of the Board of Directors
- Office of the General Manager

For Small Water Districts, positions after the General Manager shall be on “Straight Listing” only.

ORGANIZATIONAL STRUCTURE & STAFFING PATTERN



b. DUTIES AND RESPONSIBILITIES OF THE RESPECTIVE OFFICES/ DEPARTMENTS

OFFICE OF THE GENERAL MANAGER

The Office of the General Manager is in charge of the overall administration of the District's operation, oversees personnel management; Direct and manage the day-to-day affairs and business of the Local water District towards achieving organizational efficiency and effectiveness.

GENERAL MANAGER

- The General Manager shall have full supervision and control of the maintenance and operation of water district facilities;
- Have full power and authority to appoint all personnel of the district.
- Supervise the performance of all employees towards achieving utility goals and objectives with complete adherence to standard policies and procedures.
- Conducts meetings of the Board of Directors; keep the Board updated regarding the operation of the district.
- Proposes policies, rules and regulations and carries out the same in achieving utility goals and objectives.
- Administers the approval of disbursements of funds and other payment for the district's transaction
- Enters into a contract, arrangement and execute for and in behalf of the district.
- Prepares Annual Budget of the Water District for Board action.
- Sets Performance targets and evaluate employees' performance.
- Prepares and submits report as maybe required by other agencies.

- **ADMINISTRATIVE, HUMAN RESOURCE AND FINANCE SERVICES OFFICE**
 - Plans and implements goals and targets for the Finance, Accounting and Administrative services.
 - Direct basic efforts of the Accounting office, Personnel office; assist the recruitment/selection, hiring and training of personnel, evaluate performance;

- Prepares monthly, quarterly and annual financial reports, and keeps records and files;
- Assist in the conduct of physical inventory taking.
- Prepares and maintains accounting records and reports such as the general ledger, accounts payable, accounts receivable, payroll, inventories, fixed assets and disbursement vouchers.
- Oversees cash management and disburses for all authorized transaction of the district.
- Administers the collection of payments from concessionaires and deposits the same to the account of the district.
- Supervises the procurement of services, materials, supplies, equipment and other related procurement and warrants that it complies with the provision of RA 9184, the Government Procurement Reform Act.

COMMERCIAL SERVICES

- Provides assistance to customer for the necessary services the district offers.
- Prepares and maintains up to date and accurate customers records
- Implements the utility rules and regulations regarding billing of water charges and other fees;
- Prepares application form for new service connection and reconnection.
- Prepares billing; pursues delinquent accounts and prepares management reports relative to commercial activities and concerns; prepare periodic reports and other reports as required;
- Attends and responds to customers request, complaints and inquiries

OPERATIONS AND MAINTENANCE

- Assist the General Manager in planning, organizing and directing programs and activities of operations and maintenance department towards achieving utility goals and objectives;
- Ensure continuous supply of water to concessionaires and provides quality water at affordable level.
- Supervising the District's potable water quality program and collection of potable water supplies; trouble shooting with the water distribution system; supervising daily operation of the water sources and other water facilities.
- Maintains proper working condition of the District transmission and distribution lines, water reservoir, and treatment facilities.

V. OPERATING PROCEDURES

BASIC FEATURES

GENERAL ACCOUNTING AND FINANCIAL MANAGEMENT

1. Journal Entry Vouchers (JEV) are prepared for daily transactions on receipts/collections, deposit of collections, check payments, issuances of materials, and liquidation of cashier's advances for employees' payroll and other emoluments.
2. The JEVs are posted to the respective special journals:

| | |
|--|---|
| Cash Receipts and Deposit Journal | – collections and deposits |
| Check Disbursements Journal | – for check payments |
| Cash Disbursements Journal | – for liquidation of cashier's advances for employee's payroll and other emoluments |
| Materials and Supplies Inventory Journal | – for issuances of materials |
3. For transactions that do not fall with the above special journals, JEVs are prepared and posted to the General Journal.
4. These journals are kept in balance and at the end of the month, are recapped with the appropriate categories.
5. Summarized entries from the respective journals are recorded to the General Ledger by the Senior Accounting Processor A (SAPA).
6. The SAPA extracts the balances of the General Ledger accounts, then prepares the following financial statements:
 - a. Monthly
 - i. Balance Sheet
 - ii. Statement of Income and Expenses
 - iii. Cash Flow Statement
 - iv. Financial and Operating Highlights
 - v. Monthly Data Sheet

- b. Annually
 - v. Statement of Changes in Equity
 - vi. Notes to Financial Statements
- 7. Since Category D water district has no department or division heads, these reports are directly submitted to the General Manager for approval and the same are submitted to the Board of Directors, Local Water Utilities Administration (LWUA), Commission on Audit (COA) and other interested parties.

BILLING AND COLLECTION BASIC FEATURES

METER READING

1. Meter Reading activity starts on the first working day of every month and ends on the 8th day of same month.
2. Water meters are read monthly in each service area, grouped and divided into 8 zones to achieve a systematic billing and collections period. Water meters of in one zone are read within a day of its scheduled reading day.
3. Reading consumptions of concessionaires are entered and recorded in a meter reading book.

BILLING

1. Water Bills (called NOTICE OF BILLING) are prepared not later than the day after of meter reading. Water bills prepared to concessionaires belonging to one zone should be check for completeness against the total number of connections shown in the data base of service connections. Any discrepancies noted in the number of bills prepared and the number of service connections in the meter reading logbook should be investigated.
2. A daily billing summary is prepared for completed water bills printed per zone and forwarded to the Senior Accounting Processor A for checking, verification and recording.
3. Notice of Billing are delivered to the concessionaires following the day of its billing preparation by Zone.

4. In the event of complaint made by a customer that the water bill is excessive or irregular, a re-read should be made in the water meter; checks the service line of possible leaks; if found to have deficiency in water or error in reading, the water meter will be replaced and/or billing will be adjusted accordingly as the case may be.
5. In case of disputed bill, after all the investigation finds no reason to adjust the bill, the matter shall be referred to the Board of Directors (BoD) for final decision.
6. In case of defective water meter, billing shall be the average consumption based on the last three months consumption prior to the malfunctioning of water meter.

COLLECTION

1. Water bills are due and payable in the Office of Bato Water District, on the date the bill is delivered to the consumer. 15-day grace period is provided to customers to pay their bill without penalty.
2. The due date stipulated in the Notice of Billing is the maximum day the customer shall pay his basic consumption without penalty. A penalty for late payment shall be imposed on water bills not paid on the due date. Service may be disconnected even for one month unpaid bill.
3. Payments are accepted in the Office of BWD from Monday to Friday from 8:00 a.m.-12:00 noon and 1:00-5:00 p.m.
4. Field Collections are also provided as additional service to concessionaires. To save time and transportation cost, payment may be made to authorized water district personnel during distribution of Notice of Billing to avoid going to the office of the BWD.
5. Online payment of water bills and other charges are also accepted. Official Receipt for such payment will be issued only upon presentation of deposit slip or Advice to Debit Account (ADA)

6. Collection Report is prepared for all collection received during the day. This report is submitted to Senior Accounting Processor A for checking and verification. All collections remitted to the Cashier are kept in a steel safe vault and deposited in the bank on the next banking day. The cashier prepares daily the Cashier Collection Report and Daily Cash Position Report and submitted to the Senior Accounting Processor A for checking and verification.

7. Paid water bills are filed sequentially by Official Receipt number and/or Field Collector's Receipt number according to the date of payment.

SERVICE GUIDE/WORKFLOW

PROCESSING OF WATER SERVICE APPLICATION FOR NEW SERVICE CONNECTION

Availability of the Service: Monday-Friday, 8:00 am- 12:00 noon; 1:00 pm - 5:00 pm

About the Service: Availment of water services

Who may Avail of the Service: Would-be-concessionaire without existing Water Connection

Requirements:

1. Attend Orientation or briefing to be given by the person in-charge for preparation of application.
2. Any of the following:
 - a. Community Tax Certificate Current Year
 - b. Valid I.D. with picture.
 - c. Contact No., if any

Total Processing Time - 36 minutes

How to Avail of the Service

| Steps/Procedures | Requirements (Documents/ Forms) | Fees | Processing Time | Responsible Person | Location |
|---|--|------|-----------------|--|---|
| Proceed to the office of Commercial Division and request for the processing of Application for New Service Connection | Community Tax Certificate | None | 10 minutes | Lindy T. Torzar or any responsible person in the Water District | Ground Floor Commercial Division |
| Bring the duly prepared Application to Operation In charge to determine exact location and assignment of Account Number | Application for New Service Connection | None | 10 minutes | Authorized Representative in the Operation/ Maintenance Section | Ground Floor Operation/ Maintenance Section |
| Forward the application form to the office of the General Manager for approval | Application for New Service Connection | None | 3 minutes | Amelia T. Bongalos | Ground Floor Office of the General Manager |

| | | | | | |
|--|--|---|------------|--|----------------------------------|
| Payment of Regulatory fees and charges | Duly approved Application for New Service Connection | *Application Fee200.00 *Installation Fee300.00 *Meter Charge 1,200.00 *Tapping Fee 150.00 *Water Meter 350.00 Maintenance Charge Total P2,200.00 | 10 minutes | Alma T. Barba | Ground Floor Finance Section |
| Submit notarized application form to Commercial Division for preparation of Maintenance Order and filing | None | None | 3 minutes | Lindy T. Torzar Or any responsible person in the Water District | Ground Floor Commercial Division |
| END OF TRANSACTION | | | | | |

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

Availability of the Service: Monday-Friday, 8:00 am- 12:00 noon; 1:00 pm - 5:00 pm

About the Services: Delivery of water services to the concessionaires household

Time Duration: 4 Hours

Who May Avail of the Service: Applicant for new Water Service Connection

| Steps/Procedures | Requirements | Fees | Processing Time (Duration of activity) | Responsible Person/s | Location |
|--|---|-------------|--|---|---|
| Commercial Division prepares Maintenance Order to estimate material requirements & installation of new service connection. | Notarized approved application for new connection | None | 5 minutes | Lindy T. Torzar Or any responsible person in the Water District | Ground Floor Commercial Division |
| Maintenance crew to conduct inspection of location and estimate material requirement to be purchased by the applicant | None | none | 45 minutes | Francisco P. Mendez, Jr. Orlando T. Vargas Danilo M. Barba Jesus T. Vargas | Ground Floor Operation and Maintenance Section |
| The applicant wait for the maintenance crew for tapping of water lines from distribution lines to the installation of Water Meter. | From Concessionaire: Plumbing Materials. From District: Water Meter, fittings & Plumbing tools | | Under normal circumstances- 2-3 hours; If requires deep excavation & laying pipe under concrete road. 1-2 days | Francisco P. Mendez, Jr. Orlando T. Vargas Danilo M. Barba | Ground Floor Operation and Maintenance Section |
| END OF TRANSACTION | | | | | |

RECONNECTION OF WATER SERVICE CONNECTION

Schedule of Availability of Service:

Monday – Friday 8:00 am to 12:00 Noon ; 1:00 – 5:00 pm

Who May Avail of the Service:

The concessionaires of Bato Water District with disconnected/cut-off water service connection

Requirements:

Payment of reconnection fees, water in arrears and other charges, if any

How to Avail of the Service:

| Step | Applicant/Client | Service Provider | Duration of Activity (under normal circumstances) | Person In Charge | Fees |
|--------------------|--|---|--|--|--|
| 1 | Relays specific concern to the service provider. | Determines the date of closure of the water connection and charges to be paid | 10 minutes | Lindy T. Torzar or in her absence Alma T. Barba/ Amelia T. Bongalos | |
| 2 | | Advise the customer to pay the fees to the cashier. | 1 minute | Lindy T. Torzar or in her absence Alma T. Barba. | |
| 3 | Pays the reconnection fee and other applicable charges. | Processes payment and issue official receipt (OR). | 5 minutes | Alma T. Barba | Reconnection fee Noarrears ₱ 75.00 With arrears ₱300.00 Plus other applicable charges, if any |
| 4 | Presents OR showing his/her payment of applicable fees and charges | Prepares Maintenance Order (MO) Form./ Inform the customer of expected schedule of reconnection. | 4 minutes | Lindy T. Torzar or any responsible person in her absence | |
| 5 | | Acting on Maintenance Order (MO) | 30 minutes Installation of Meter Only. 2-4 hours if reconnection starts from service mains | | |
| END OF TRANSACTION | | | | | |

ACTING ON MAINTENANCE ORDER (MO)

Availability of Service:

Monday – Friday at 8:00 – 12:00 Noon; 1:00-5:00 pm

Who May Avail of the Service:

The concessionaires of Bato Water District with existing water service connection for the following for services:

Service Mains and Service leak
Tapping point leak
Leakages on Water meter and meter stand
Relocation of water meter installation
Reconnection and disconnection of service connection
Change service valve

Requirements:

1. Properly accomplished Maintenance Order (MO) Form.

How to Avail of the Service:

| Step | Applicant/ Client | Service Provider | Duration of Activity (under normal circumstances) | Person In Charge | Form |
|--------------------|-------------------------------------|--|--|--|------------------------|
| 1 | Report this concern to the District | Prepares the appropriate Maintenance Order (MO) Form. Inform customer of expected schedule. | 8 minutes | Lindy T. Torzar Or any responsible person attending the request | Maintenance Order Form |
| 2 | | Approves maintenance order and assign to maintenance crew | 2 minute | Amelia T. Bongalos | |
| 3 | | Requisitions the materials needed. | 15 minutes | Designated Water Maintenance Man | |
| 4 | | Acts on the maintenance order. | 20 minutes to 4 hours depending on the nature of required service(exclusive of travel time) | Designated Water Maintenance Man | |
| END OF TRANSACTION | | | | | |

ACTING ON SERVICE REQUEST

Schedule of Availability of Service:

Monday – Friday - 8:00 am – 5:00 pm

Who May Avail of the Service:

The concessionaires of Bato Water District with existing water service connection requesting for the following services:

| | | |
|---|---|-----------------------------|
| Repair of leaking house connection | - | Relocation of service line |
| Inspection of service line due to big consumption | | |
| Low pressure or no water | - | Complete in-house re-piping |
| Transfer of tapping | - | Change Faucets |
| Flush water meter | | |

Requirements:

1. Properly accomplished Service Request (SR) Form.

How to Avail of the Service:

| Step | Applicant/ Client | Service Provider | Duration of Activity (under normal circumstance s) | Person In Charge | Fees | |
|------|--|---|---|--|------|--|
| 1 | Relays specific concern to the service provider. | Prepares Service Request (SR) Form. Advises the customer of probable schedule. | 5 minutes | Lindy T. Torzar / any responsible person in the District | | |
| 2 | | Approves service request and assign to Maintenance Crew | 3 minutes | Amelia T. Bongalos | | |
| 3 | Customer will purchase the needed materials and notify the district if materials are now ready | The assigned maintenance crew will investigate the request and provide materials estimate to the customer | 20 minutes - travel time not included | Assigned Maintenance crew | | |

| | | | | | | |
|---|---------------------------|---|---|----------------------------------|--|--|
| 4 | | <p>Acts on the services requested.</p> <p>After job done, the maintenance man will fill up the SR of what has been done for billing purposes.</p> | <p>30 minutes to 4 hours depending on the nature of request (travel time not included)</p> <p>10 minutes</p> | Designated Water Maintenance Man | Based on monthly basic pay of person assigned computed on hourly basis which will be reflected on next month water billing | |
| | <p>END OF TRANSACTION</p> | | | | | |

ACTING ON REQUEST FOR BILLING ADJUSTMENT

Schedule of Availability of Service:

Monday – Friday - 8:00-12:00 Noon ; 1:00 – 5:00 pm

Who May Avail of the Service:

The concessionaires of Bato Water District with existing water service connection requesting that water bills be adjusted for a valid reason.

Requirements:

1. Request for adjustment.

Duration:

18 minutes

How to Avail of the Service:

| Step | Applicant /Client | Service Provider | Duration of Activity (under normal circumstances) | Person In Charge | |
|------|---|--|---|--|--|
| 1 | Report his concern to the service provider. | determine the validity of request if adjustment if reasonable based on investigation report, interview or documents presented as the case maybe | 4 minutes | Lindy T. Torzar | |
| 2 | | If adjustment is necessary, Computes the adjustment based on the District prescribed rule on adjustment of bills and prepares Refund Authorization Form | 6 minutes | Lindy T. Torzar | |
| 3 | | Reviews the computation and recommends for approval | 3 minutes | Constantino R. Cordial | |
| 4 | | Approves Billing Adjustment Memorandum& refund authorization | 1 minute | Amelia T. Bongalos | |
| 5 | | Prepares Working fund request in payment of billing adjustment if the amount is P1,000.00 and below if more than P1,000.00 it will be paid u check disbursement voucher. | 4 minutes | Amelia T. Bongalos Or Constantino R. Cordial and Alma T. Barba | |

REQUEST FOR SERVICE CLOSURE

Availability of the Service: Monday-Friday at 8:00 am-12:00 Noon; 1:00 pm – 5 pm

About the Service: Turning off of water utility services

Who May Avail of the Service: Concessionaires of Bato WD with existing connection

Duration : 40 minutes

How to Avail the Service:

| Steps/Procedures | Requirements | Fees | Processing Time | Responsible Person | |
|--|--|------|-----------------|---|--|
| The Concessionaire shall proceed to the office of Commercial Division and request for the service closure. | Concessionaire to present 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.. | None | 5 minutes | Lindy T. Torzar or any responsible person in the Water District | |
| Prepares service request for closure and signed by the requesting Concessionaire. | Service Request Form | None | 3 minutes | Lindy T. Torzar or any responsible person in the Water District | |
| Forward the duly signed Service Request form to the Office of the General Manager for approval. | Service Request form | None | 2 minutes | Amelia T. Bongalos or her Authorized Representative | |
| | | | | | |
| Disconnect/Pull out Water Meter and closed water connection. | None | None | 30 minutes | Francisco P. Mendez, Jr. Orlando T. Vargas/ Danilo M. Barba/Jesus T. Vargas | |
| END Of TRANSACTION | | | | | |

ACTING ON REQUEST FOR CHANGE OF REGISTRATION OF NAME

Schedule of Availability of Service:

Monday - Friday
8:00 am – 5:00 pm

Who May Avail of the Service:

The concessionaires of BWD with existing water service connection

About the Service:Change of Concessionaires registration name

Requirements:

1. Valid ID with picture or Current Residence Certificate
2. Proof of Billing

Duration: 5 minutes

How to Avail of the Service

| Steps/Procedures | Requirements | Fees | Processing Time | Responsible Person | Location |
|---|---|--------|-----------------|--|---------------------------------|
| The Concessionaire shall proceed to the office of Commercial Division and request for the change of account Name. | Proof of ownership of Service Connection. such as, Certificate of Occupancy issued by Barangay Captain, Community Tax Certificate, Real Property Tax Declaration. | P50.00 | 5 minutes | Alma T. Barba or in any responsible person in the Water District | Ground Floor Finance Section |
| END OF TRANSACTION | | | | | |

COLLECTION OF PAYMENT FOR WATER BILL AND OTHER CHARGES/FEES

Schedule of Availability of Service:

Monday – Friday 8:00 am – 12:00 noon; 1:00 – 5:00 pm

Who May Avail of the Service:

The concessionaires of Bato Water District with existing water service connection.

About The Service:

Collection of Water bill payments, service fees and other charges for services rendered by the Bato Water District to its concessionaire

Requirements:

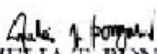
1. Notice of Billing
2. Cash or check.

Duration: 6 minutes

How to Avail of the Service:

| Step | Applicant/Client | Service Provider | Duration of Activity (under normal circumstances) | Person In Charge | Fees | Form |
|--------------------|---|---|---|--|--------------------------|-------------------|
| 1 | Concessionaire proceed to the office of BWD and present Notice of Billing (NOB) | Verify in the computer the amount due | 3 minutes | Alma T. Barba or Lindy Torzar in her absence | | Notice of Billing |
| 2 | Pays the bill | Encodes the payment | 2 minutes | Alma T. Barba or Lindy Torzar in her absence | Amount due stated in NOB | |
| 3 | Receives the Official Receipt/collection receipt representing payment tendered | Issue Official Receipt/Collection Receipt for payment received. | 1 minute | Alma T. Barba or Lindy Torzar in her absence | | |
| END OF TRANSACTION | | | | | | |

Prepared by:


AMELIA T. BUNGALOS
 General Manager

Noted:


BIENVENIDO E. TRIBIANA
 Board Chairman