



BAAO WATER DISTRICT

CITIZEN'S CHARTER

2019(1st Edition)



I. Mandate

Registered in 1986 with Rural Waterworks Development Corporation (RWDC) under the name Baao Rural Waterworks and Sanitation Association (BRUWASA), facilitated in providing water service with its sole pumping station located at Brgy. Buluang, with facilities constructed and implemented under the Project Management Office (PMO) of the Ministry of Public Works and Highways.

By virtue of a Presidential Directive, in 1987 the RWDC was dissolved with its functions and mandate transferred to Local Water Utilities Administration (LWUA) in line with Presidential Decree 198, forming the Baao Water District with LWUA Certificate of Conformance No. 313. The WD's mandate is contained in Presidential Decree No. 198 as amended by PD nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973", declaring a national policy favoring local operation and control of Water Systems; authorizing the formation of Local Water District and providing for the government and administration of such districts.

Sec. 5 of Title II of PD 198, the purpose of forming local water district includes 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 of such districts,
2. Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and
3. Conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

II. Vision

To be one of the Philippines' best water districts in providing excellent water supply service to its concessionaires.

III. Mission

To continuously upgrade and develop the water district industry in providing safe water and efficient service to its concessionaires

To easily provide connections to all households and establishments in the municipality of Baao

To extend its water supply service even to adjoining localities



IV. Service Pledge

We the Board of Directors, Management and Employees of Baao Water District Commits to:

- ❖ Wear a smile as we serve our valued concessionaires, promptly, efficiently and with utmost courtesy and respect from **Mondays to Fridays (Except legal holidays) 8 AM to 5 PM (NO NOON BREAK)**
- ❖ Ascertain that you are our No. 1 priority and assure the delivery of safe, potable drinking water through constant treatment, maintenance and upgrading of our water system.
- ❖ Treat you in a professional manner and provide you with personalized individual attention to answer your specific needs.
- ❖ Explain clearly the answer to your queries like requirements for New Service Connection, Estimate Cost of Materials, Installation Time, Billing Consumption and other complaints and ensure strict compliance of service standards with written explanation for any delay;
- ❖ Response to your service complaint the soonest through the complaint and assistance desk the available 8am to 5pm, no noon break, Monday to Friday.



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Baao Water District

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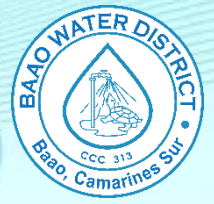
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Baao Water District

External Services



1. Application for Change of Account Name

Change of Account Name is a service request from concessionaires whose service connection at the time of application was not named after them. Request for change of account name is granted to concessionaires who can provide proof/s as listed and as may be required that they are the lot owner of the premise where the water connection was installed, without any arrears, and with notarized BWD Water Service Connection Contract.

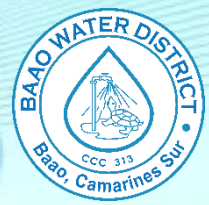
Division:	<ul style="list-style-type: none"> ❖ Finance and Commercial Division ❖ Engineering and Construction Division 			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	<ul style="list-style-type: none"> ❖ G2C - Government to Citizen ❖ G2B - Government to Business ❖ G2G - Government to Government 			
Who May Avail of the Service?	❖ Residents of Baao and Bula, Camarines Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ❖ Properly accomplished Service Application Contract form ❖ Payment, if with Arrears ❖ Re-orientation Seminar ❖ Certification from the old account name or proof of ownership ❖ Valid ID 		<ul style="list-style-type: none"> ➢ Senior Accounting Processor B (SAP B)/Public Assistance and Complaint Desk Officer (PACD) ➢ Teller ➢ Senior Accounting Processor B ➢ Concessionaire ➢ Concessionaire 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
Submit the fully accomplished Service Application Contract form in triplicate, authorization letter with Photocopy of ID of the owner.	Receive the accomplished Service Application Contract form for change of name with complete requirements	notarial fee (optional) 300.00	2mins	SAP B/ PACD
Attend Orientation Seminar	Orient the applicant on the provisions included in the contract, and policies of the BWD. If with unpaid bills, advise the applicant to settle bills at teller	none	15 mins	SAP B/ PACD
Pay unpaid bills	Process payment and issue Official Bill Receipt	as billed	2mins	teller
Present Official Receipts	Process Application Forward contract to General Manager for approval	none	1 min	SAP B/ PACD
TOTAL:		300.00	20 mins	



2. Application for New Connection

For residents of Baao and Barangays of Bula who wish to apply for water service connection with Baao Water District for their daily supply of clean, safe and potable drinking water.

Division:	<ul style="list-style-type: none"> ❖ Finance and Commercial Division ❖ Engineering and Construction Division 			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who May Avail of the Service?	Residents of Baao, Bula, and Nabua, Camarines Sur			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ❖ Properly accomplished Service Application Contract form ❖ Attendance to an Orientation Seminar ❖ Authorization for sub-connection, right of way, and conformity of house/land owner 		<ul style="list-style-type: none"> ➤ Senior Accounting Processor B ➤ Senior Accounting Processor B ➤ Concessionaire 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
Submit the fully accomplished Service Application Contract form in triplicate and Clearance Slip with the other needed requirements	Receive the accomplished Service Application Contract form in triplicate and Clearance Slip and other documentary requirements Evaluate and verify the submitted documents Forward to Engineering and Construction Division for inspection	none	5 mins	SAP B/ PACD
	Estimate cost of materials	none	5 mins	Engineering
	Affix signature on the Clearance Return Service Application Contract and Clearance to Senior Accounting Processor B with the list of materials needed	none	1 mins	Engineering



Attend Orientation Seminar	<ul style="list-style-type: none"> ➤ Orient the applicant on the provisions included in the contract, and policies of the BWD. ➤ Inter the applicant information and estimated cost of materials in the system 	none	15 mins 2 mins	SAP B/ PACD
	Process payment and issue Official Receipt Affix signature	3,000 & other charges	2 mins	Cashier
Present Official Receipt to Senior Accounting Processor B	Process application and advise applicant of schedule of installation	none	2 mins	SAP B/ PACD
	Forward Contract and Clearance to the General Manager for approval	none	1 min	SAP B/ PACD
	Endorse Clearance to Property/Supply Officer B for issuance of materials	none	1 min	SAP B/ PACD
	Prepare Requisition and Issue Slip and issue materials as listed in the RIS, forward the same to Engineering & Construction Division for implementation	none	10 mins	Property/Supply Officer B
	Prepare Maintenance Order form	none	2 mins	Engineering
	Install water service connection	none	1hr 30 mins	Engineering
	TOTAL:	3,000 & other charges *	2 hrs & 10 mins	

3. Application for Reconnection

For concessionaires with existing water service connection with BWD but disconnected due to non-payment of bills and wish to be reconnected and patronize the WD services.

Division:	❖ Finance and Commercial Division ❖ Engineering and Construction Division
Service Classification:	❖ Simple (Maximum of 3 Days)
Type of Transaction:	❖ G2C - Government to Citizen ❖ G2B - Government to Business ❖ G2G - Government to Government
Who May Avail of the Service?	❖ Concessionaires with disconnected water service connection

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ❖ Accomplished Clearance form ❖ Re-Orientation Seminar ❖ Payment, if with Arrears 	<ul style="list-style-type: none"> ➤ Senior Accounting Processor B ➤ Senior Accounting Processor B ➤ Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
Accomplish <i>Clearance</i>	Receive accomplished Clearance Determine the a)Date of disconnection of water service b)total arrears c) Compute amount to be paid	as identified and billed	2 mins	SAP B/ PACD
Attend Re-orientation Seminar	Orient the applicant on the provisions included in the Service Application Contract and other policies of BWD. Affix signature on the Clearance . Advise the applicant to pay the Reconnection Fee and unpaid bills at the U/C Service Officer B	none	5 mins	SAP B/ PACD
Pay unpaid bills at the Teller	Process payment and issue Official Receipt Affix signature on Clearance	none	2 mins	Teller
Pay Reconnection Fee at Cashier A	Process payment and issue Official	none	2 mins	cashier



	Receipt. Affix signature on Clearance <ul style="list-style-type: none"> • 1 day • 1 day to 6 months • 7 months and above 	Free 300.00 500.00		
Present Official Receipts to Senior Accounting Processor B	Process Application and advise applicant of schedule of reconnection Forward Clearance to General Manager for approval and Forward to Engineering & Construction Division for implementation	none	2 mins	SAP B/ PACD
	Prepare Maintenance Order	none	2 mins	Engineering
	Reconnect the water service connection: <ul style="list-style-type: none"> ➤ Pulled-out water meter ➤ Blue cap only 	none	10 mins 5 mins	Engineering
	TOTAL:	-	30 mins	



4. Application for Senior Citizen Discount

For concessionaires aged 60 years old and above, whose water service connection is registered and named after them, a 5% discount on the senior citizen monthly consumption may be granted, as per RA no. 9994 also known as the “**Expanded Senior Citizens Act of 2010**” provided that the senior citizen resides therein, with monthly water consumption not exceeding 30 cubic of water.

Division:	❖ Finance and Commercial Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2C - Government to Citizen ❖ G2G - Government to Government			
Who May Avail of the Service?	Senior Citizens with existing water connection whose account: ❖ Is registered in their name ❖ Monthly consumption does not exceed 30 cu.m.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ❖ Application for Senior Citizen Discount Availment ❖ Picture holding the latest newspaper ❖ Barangay Clearance as proof of residence ❖ Photocopy of senior citizen ID ❖ Authorization from the senior citizen if applying through a representative ❖ Photocopy of any government issued ID by the representative 		<ul style="list-style-type: none"> ➤ Senior Accounting Processor B ➤ Concessionaire ➤ Respective Barangay the senior citizen resides ➤ Concessionaire ➤ Concessionaire ➤ Concessionaire 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
Submit the fully accomplished Application for Senior Citizen Discount Availment and other requirements (such as picture holding latest newspaper, valid ID's)	Receive and review the accomplished form and other requirements	none	3 mins	SAP B/ PACD
Attend Orientation Seminar	Orient the applicant about the provisions included for the availment of the discount	none	5 mins	SAP B/ PACD
	Forward to Division Manager C-(Finance & Commercial) for recommending approval and to General Manager for final approval.	none	1 mins	SAP B/ PACD
	TOTAL:	-	9 mins	



5. Application for Temporary Disconnection

Temporary Disconnection may be requested by concessionaires for personal and valid reasons as may be approved by the head of agency and may also be imposed to concessionaires for non-payment of water bill.

Division:	<ul style="list-style-type: none"> ❖ Finance and Commercial Division ❖ Engineering and Construction Division 			
Service Classification:	<ul style="list-style-type: none"> ❖ Simple (Maximum of 3 Days) 			
Type of Transaction:	<ul style="list-style-type: none"> ❖ G2C - Government to Citizen ❖ G2B - Government to Business ❖ G2G - Government to Government 			
Who May Avail of the Service?	Concessionaires with existing water service connections who intends to temporarily discontinue usage of water service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ❖ Accomplished Request for Temporary Disconnection form ❖ Payment, if with Arrears 		<ul style="list-style-type: none"> ➤ Senior Accounting Processor B ➤ Utilities/Customer Service Officer B 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
Submit accomplished Service Request and Clearance forms	Receive accomplished Service Request and Clearance forms Determine the amount of unpaid bills Advise applicant to pay the unpaid bills	None	2 mins	PACD
Pay unpaid bills	Process payment and issue Official Receipt Affix signature on Clearance	None	3 mins	Teller
Present Official Bill Receipts to Senior Accounting Processor B (SAP B)	Process Application and advise applicant on schedule of temporary disconnection	None	2 mins	SAP B/ PACD
	Forward forms to General Manager for approval and to Engineering & Construction Division for implementation.	None	1 min	SAP B/ PACD
	Prepare Maintenance Order	None	2 mins	Engineering
	Disconnect the water service connection: <ul style="list-style-type: none"> ➤ Pulled-out water meter ➤ Blue-capped 	None	10 mins 5 mins	Engineering
	TOTAL:	-	25 mins	



6. Collection of Water Bill Payment

Collection of water bill payment is a monthly payment of the concessionaire based on the previous month consumptions.

Division:	❖ Finance and Commercial Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2C - Government to Citizen ❖ G2B - Government to Business ❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Concessionaire with existing water service who intend to pay their water bill			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Water bill or Account Name		➤ Utilities/Customer Service Officer B		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Statement of Account	Receive Statement of Account and accept cash/check payment. Issue Official Receipt For payments by Private and Government Offices, check attached BIR 2307 for applicable tax.	as billed	3mins	Teller
TOTAL:		-	3 mins	



7. Request for Certification

Certification issued to the concessionaires' requesting certification as regards their water service connection.

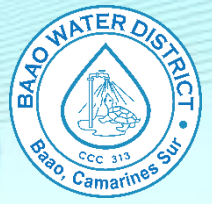
Division:	❖ Finance and Commercial Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2C - Government to Citizen ❖ G2B - Government to Business ❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Concessionaire with existing water service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ <i>Request form</i>		➤ Finance and Commercial Div. Manager		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Submit request for certification to SAP B or Public Assistance Desk Officer	Make Certification base on the request of the concessionaire, forward to GM for approval and signing	50.00 (per page)	15mins	Div. Manager– Finance & Commercial
	TOTAL:	50.00	15 mins	

8. RESPONSE ON WATER SERVICE REQUEST

(relocation of water meter, leakage, low pressure, etc.)

Response for service request Concessionaires with existing water service connection requesting for services like, relocation of service line, relocation of water meter, low pressure, leakages

Division:	<ul style="list-style-type: none"> ❖ Finance and Commercial Division ❖ Engineering and Construction Division 			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	<ul style="list-style-type: none"> ❖ G2C - Government to Citizen ❖ G2B - Government to Business ❖ G2G - Government to Government 			
Who May Avail of the Service?	Concessionaires with existing water service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Properly Accomplished Service Request Form		➤ Senior Accounting Processor B		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
Submit the accomplished Service Request form	Receive the accomplished Service Request form Advise concessionaire of schedule of repair Forward to the General Manager for approval and to Engineering & Construction Division for implementation. For relocation of water line process payment and issue Official Receipt	500.00 (Reloca-tion Fee)	3 mins	PACD
	Prepare the Requisition and Issue Slip and materials needed for repair.	None	3 mins	Property/Sup-ply Officer B
	Prepare Maintenance Order	None	2 mins	Engineering
	Implement the service request	None	1 hour	Engineering
	TOTAL:	500.00	1 hour & 8 mins	



Baao Water District

Internal Services



1. Availment of CTO, Leave and Overtime

CTO, Leave and Overtime are one of the privileges on the employee of Baao water District that every employee can avail.

Division:	❖ Administrative and General Services Division			
Service Classification:	❖ Highly Technical transaction (20 Days)			
Type of Transaction:	❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Employees of Baao Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request form		➤ Administrative/General Services A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Secure and submit completely and properly filled up form	➤ Certify as to availability of Leave, CTO balances and Overtime accomplishment	None	2mins	Administrative/ General Services A
TOTAL:		-	2 mins	

2. Recruitment, Selection and Placement

Recruitment, Selection and Placement are needed in Baao Water District because of growing business it also need additional employee to work in Office and field.

Division:	❖ Administrative and General Services Division			
Service Classification:	❖ Highly Technical transaction (20 Days)			
Type of Transaction:	❖ G2C - Government to Citizen			
Who May Avail of the Service?	❖ Employee of Baao Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request form		➤ Administrative/General Services A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Check posted vacancy at the following CSC bulletin of vacant positions, agency website and bulletin	<ul style="list-style-type: none"> ➤ Submission and publication of vacancy at CSC ➤ Collection of Interested Applicants Credentials and application and Shortlisting of applications based on the qualification standards 	None	1 day 10 day from date of publication of vacancies	Administrative/ General Services A



board and submit Resume'	posted with CSC bulletin of vacant positions.			
Attend Exam and Interview	<ul style="list-style-type: none"> ➤ Schedule shortlisted applicants for written exam. ➤ Shortlist applicants base on the result of the written exam and send letter informing them if he/she is qualified for the next step the interview 	None	1 day 1 day	Administrative/General Services A
Submit complete requirements required by the CSC	<ul style="list-style-type: none"> ➤ Forward the result to the HRMPSB for further screening & deliberation ➤ Forward recommendation to the Agency head for approval and appointment ➤ Process appointment 	None	3 day 1 day 10 days	Administrative/General Services A/HRMPSB/General Manager
TOTAL:		-	27 days	

3. Request for Personnel Related Documents (Service Records, Leave Credits Certification and Loan Certification)

Personnel document, are given to the employee

Division:	❖ Administrative and General Services Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Employee of Baao Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request form		➤ Administrative/General Services A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Fill up request and submit to process	Received the request form and prepare all the documents being requested and forward to the office of the manager for signature and release the documents needed	None	30 mins	Employee of Baao Water District
TOTAL:		-	30 mins	



4. Submission of IPCR

Employee required to submit IPCR twice a year for CSC requirement completion.

Division:	❖ Administrative and General Services Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Employees of Baao Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request form		➤ Administrative/General Services A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Submit semi-annually IPCR with complete attachment	<ul style="list-style-type: none"> ➤ Check, Evaluate and rate employees submitted IPCR ➤ Performance monitoring & coaching 	None	30 mins 30 mins (per employ-ees' report)	Administrative/ General Services A
TOTAL:		-	30 mins	

5. Request Office Supplies/Materials

Request and Issuance of supplies and materials used in the day to day operation of the WD.

Division:	❖ Administrative and General Services Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Employees of Baao Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request form		➤ Property/ Supply Officer B		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Fill up temporary requisition slip	<ul style="list-style-type: none"> ➤ Encode and print request ➤ Forward to GM for Signature ➤ Release requested Materials or office Supplies 	None	2 mins 1 mins 2 mins	Property/ Supply Officer B
TOTAL:		-	5 mins	



6. Request for Petty Cash

Petty Cash Issued to employee who requested Office supplies or Materials that is not available at Property/Supply Officer B

Division:	❖ Finance and Commercial Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Employees of Baao Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Temporary Requisition form		➤ Property/ Supply Officer B		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Fill up Purchase request at Property/Supply Officer B Sign the petty cash voucher (PCV)	<ul style="list-style-type: none"> ➤ Forward to GM for Signature ➤ Forward to Cashier for release of required amount 	None	5 mins.	P/SO B Cashier A
TOTAL:		-	5 mins	

7. Request Copy of Pay Slip

Copy of Pay Slip issued to employee who request for their Pay Slip

Division:	❖ Finance and Commercial Division			
Service Classification:	❖ Simple (Maximum of 3 Days)			
Type of Transaction:	❖ G2G - Government to Government			
Who May Avail of the Service?	❖ Employees of Baao Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
❖ Request form		➤ Senior Corporate Account Annalist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPON-SIBLE
Submit Request form for Copy of Pay Slip	<ul style="list-style-type: none"> ➤ Print Employee Pay Slip and Sign for release 	None	5 mins	SCAA
TOTAL:		-	5 mins.	



FEEDBACK AND COMPLAINTS

<p>How to send a feedback?</p>	<p>Answer the client feedback form drop it at the designated drop box in front of Public Assistance Desk</p> <p>Contact info: (054) 266-3161 Complaints: baao_wd@yahoo.com</p>
<p>How feedback is processed?</p>	<p>Every Friday, the Senior Accounting Processor B/ Public Assistance Desk Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices concerned and they are required to answer within three (3) days upon receipt of the feedback</p> <p>The answer of the offices is then relayed to the client</p> <p>For inquiries and follow-ups, Client may contact the following: Tel No. (054) 266-3161 CP No. (+63) 927 209-1820 or 920 231-3453 Email: baao_wd@yahoo.com</p>
<p>How to file complaints?</p>	<p>Answer the Client Complaint Form and Drop it at the designated drop box in front of the <i>Senior Accounting Processor B/ Public Assistance Desk</i></p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, Client may contact the following: Tel No. (054) 266-3161 CP No. (+63) 927 209-1820 or 920 231-3453 Email: baao_wd@yahoo.com</p>
<p>How complaints are processed?</p>	<p>The Senior Accounting Processor B/ Public assistance Desk Officer opens the complaints drop box on a daily basis and evaluates each complaints</p> <p>Upon evaluation, the SAP B/ Public Assistance Desk Officer shall validate and start the</p>



	<p>investigation and discuss the complaint to the relevant offices for their explanation.</p> <p>The Senior Accounting Processor B/ Public Assistance Desk Officer shall submit report after the investigation to the Head of the Agency for appropriate action.</p> <p>The Senior Accounting Processor B/ Public Assistance Desk Officer will give the feedback to the client</p> <p>For inquiries and follow-ups, Client may contact the following: Tel No. (054) 266-3161 CP No. (+63) 927 209-1820 or 920 231-3453</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0917-881-6565 (SMS)</p>

List of Office

Office	Address	Contact Information
Baao Water District	La Medalla, Baao Cam. Sur	Tel No. (054) 266-3161 CP No. (+63) 927 209-1820 (+63) 920 231-3453