



BINMALEY WATER DISTRICT

CITIZEN'S CHARTER

2019 (1ST Edition)



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I. Mandate

The operations of the BINMALEY WATER DISTRICT started on October 5, 1979 pursuant to the Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the Provincial Utilities Act of 1973. The BIWAD is responsible for (a) acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and operating wastewater collection, treatment and disposal facilities, and (c) conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts.

II. Vision

BINMALEY WATER DISTRICT shall become the premier self- sufficient provider of reliable and affordable water service in the Province of Pangasinan.

III. Mission

Partnering with the Local Government for Binmaley's progress, the BINMALEY WATER DISTRICT provides safe, potable, and high quality water in a responsive manner and at the most economical cost to its concessionaires.

IV. Service Pledge

We strive to serve our clients with quality service, constantly consider the interest of our stakeholders, and advocate continual improvement. To this end, the Officers and Employees of BINMALEY WATER DISTRICT are committed to:

- Provide quality service to our clients by delivering adequate, safe, potable, and affordable water on a 24/7 basis.
- Serve promptly, professionally, and courteously;
- Comply with applicable local and international standard; and
- Communicate with clients and other interested parties to poster understanding.



V. LIST OF SERVICES

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Head Office

External Services



VI. A. Service Title : Application for Water Service Connection

Office or Division:	Commercial Division			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of one (1) valid government issued ID		Any government establishment that issues valid government Id		
Proof of ownership or Barangay Certificate of Proof of Residency		Barangay Hall		
Application fees and materials		PACD Officer – Binmaley Water District		
Authorization letter to tap or traverse his/her service lines as needed		Binmaley Water District		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire from the “Public Assistance and Complaints Desk (PACD)” Officer on how to avail of the water service connection and installation.	1. Provide a short briefing on the service applied for and the requirements needed.	None	10 mins.	<i>PACD Officer</i>
2. Submits requirements and fills- out service application form.	2. Receives Requirements and provide service application form.	None	10 mins.	<i>PACD Officer</i>
3. Pays to the Cashier A the inspection fee.	3. Accepts the payment of Inspection and issues official receipt.	Inspection Fee – PHP 75.00	5 mins.	<i>Rhodora F. Quinto, Cashier A</i>
4. Returns to the PACD Officer to know the schedule for site/ service inspection.	4.1 Inform the applicant on the scheduled date of site inspection, details and amount of	None	5 mins	<i>PACD Officer</i>



VI. B. Service Title : Collection of Waterbills

Office or Division:		Commercial Division		
Classification:		Simple		
Types of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account received after meter reading		Meter Readers from Binmaley Water District		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the statement of Account to the Collecting Officer	1. Receives the Statement of Account and encodes in the computer for verification	None	5 mins.	Collecting Officer – (Designate)
2. Give the payment once the name is called and secure an official receipt	2. Receives the payment and issue official receipt	Depends on the consumption and amount stated in the Statement of Account. Penalty of 10% to a current bill if not paid after due date.	5 mins.	Collecting Officer – (Designate)
TOTAL:		*Depends on their water bill	10 mins	

VI. C. Service Title : Reconnection of Water Services / Water Meter

Office or Division:		Commercial Division		
Classification:		Simple		
Types of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal request of the registered / disconnected concessionaire or any of his / her authorized representative		Owner / authorized representative of Owner		
Photocopy of one (1) valid government issued ID		Any government establishment that issues valid government Id		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request to the	1. Prepares for the service	None	15 mins	PACD Officer



PACD Officer for the reconnection of the service	request and verifies the concessionaire's record to the billing section and assesses the necessary fees			
2. Pay to the Cashier A all the necessary fees including arrear ages of water bills and secure an official receipt	2. Receives the payment and issue official receipt	Reconnection – PHP 275.00 Inspection Fee – PHP 75.00 Tapping Fee – PHP 125.00 *Payment of Water Bill arrears *Additional Guarantee deposit if not updated	10 mins	Rhodora F. Quinto, Cashier A
3. Presents the official receipt to the PACD Officer for encoding	3. Prepares the Application and Contract for Water Service wherein all the fees paid are indicated	None	10 mins	PACD Officer
4. Confirmation of site inspection schedule	4. Inspects the site per scheduled job order and lists down the materials if there are any	None	30 mins	Bony R. Carrera, Sr Water / Sewerage Maintenance Foreman
5. Returns to the PACD Officer and presents the list of materials for assessment followed by payment to the Cashier A (if there are any). Secure and official receipt	5. Computes the cost of materials listed (if there are any) and prepares Requisition Slip	*Materials to be paid after site inspection	20 mins	Jonathan B. Cruz Property / Supply Officer B Rhodora F. Quinto Cashier A
6. Receives the materials purchased from the Property / Supply Assistant B	6. Issues the materials purchased based on the Requisition Slip	None	20 mins	Jonathan B. Cruz Property / Supply Officer B



7. Witnesses the installation of water service and acknowledge the Memorandum Receipt for Water Meter	7. Reconnects the water service	None	4 hours	Senior Water / Sewerage Maintenance Man & Utility Worker
TOTAL:		*Depends on Water bill arrears, cost of materials and additional guarantee deposit	5 hours & 45 mins.	

VI. D. Service Title : Transfer, Relocation of Water Meter and Service Lines

Office or Division:		Commercial Division		
Classification:		Simple		
Types of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal request of the registered concessionaire or any of his/her authorized representative		Owner / authorized representative of Owner		
Photocopy of one (1) valid government issued ID		Any government establishment that issues valid government Id		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request from the PACD Officer on what services to be attended to	1. Prepares the service request and requires the concessionaire to pay the necessary fees (if there are any)	Inspection Fee – PHP 75.00	15 mins	PACD Officer
2. Pay to the Cashier A the required fees and charges. Secure an official receipt	2.1 Receives the payment and issue official receipt.	None	10 mins	Rhodora F. Quinto, Cashier A
	2.2 Records the request in the logbook and		5 mins	PACD Officer



	prepares job order for site inspection			
3. Assists the employee assigned for the site inspection and get the list of materials if there are any	3. Inspects the site and lists down all the materials necessary (if there are any) for the job requested	None	30 mins	<i>Bony R. Carrera, Sr., Water / Sewerage Maintenance Foreman</i>
4. Returns to the PACD Officer for the assessment and payment of materials billed. Secure an official receipt	4. Receives the payment for the materials billed and issues official receipt	Transfer Fee (Service Line) – PHP 300 Transfer Fee (Water Meter) – PHP 150.00 Tapping Fee (for Relocation of Service Line)(If necessary) – PHP 125 Road Crossing Fee (if necessary – PHP 300.00 *Cost of materials (to be paid after the site inspection & assessment)	10 mins	<i>Rhodora F. Quinto, Cashier A</i>
5. Witnesses the transfer / relocation of water meter or service line and acknowledge the maintenance order	5. Transfer / Relocate water meter if service lines	None	4 hours	<i>Senior Water / Sewerage Maintenance Man & Utility Worker</i>
TOTAL:		*Depends if there is additional service (Tapping & Relocation) & Cost of materials which will be paid after site inspection	5 hours & 10 mins.	



VI. E. Service Title : Inspection and Repair of Water Service Connection due to busted pipe or high consumption

Office or Division:		Commercial Division		
Classification:		Simple		
Types of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal request of the registered concessionaire or any concerned citizen or through telephone calls.		Owner / authorized representative of Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request from the PACD Officer on what services to be attended to	1. Prepares the service request with job order for an immediate inspection and proper action by the maintenance men	None	5 mins	<i>PACD Officer</i>
2. Accompanies the assigned personnel for the inspection and secure list of materials to be used if there are any	2. Inspects the site and lists down the materials to be used if there are any	None	30 mins	<i>Bony R Carrera, Sr., Water / Sewerage Maintenance Foreman</i>
3. Return to the office for the assessment and payment of materials required. Secure an official receipt	3.1 Computes the cost of the required materials and prepares Requisition Slip 3.2 Receives payment and issue official receipt 3.3 Makes a requisition for	*Depends on the materials to be used after site inspection	5 mins	<i>Jonathan B. Cruz, Property / Supply Officer B</i> <i>Rhodora F. Quinto, Cashier A</i>



	the materials required if to be shouldered by the District			<i>Jonathan B. Cruz Property / Supply Officer B</i>
4. Witnesses how the service request is acted upon and acknowledged the maintenance order	4. Makes the necessary action for the repair and maintenance of the service	None	4 hours	<i>Senior Water / Sewerage Maintenance Man & Utility Worker</i>
TOTAL:		*Depends on the materials to be used after site inspection	4 hours & 40 mins	

VI. F. Service Title : Handling of Customer's Complaints

Office or Division:		Commercial Division		
Classification:		Simple		
Types of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PACD Officer and report complaint	1. Receives complaint and prepares service request for immediate inspection and proper action by the	None	5 mins	<i>PACD Officer</i>



	Maintenance Men			
2. Accompanies the assigned Personnel for the Inspection	2. Inspects and assesses the complained report	None	10 mins	Senior Water / Sewerage Maintenance Man
3. Acknowledges how the service request / report is acted upon and signs the Maintenance Order	3. Makes the necessary action or advice if necessary	None	30 mins	Senior Water / Sewerage Maintenance Man
TOTAL:		None	45 mins.	

VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>a. The client may accomplish feedback form available in the office and put in the box @Public Assistance and complain desk.</p> <p>b. The client may send feedback through BIWAD'S email address @biwad_79@yahoo.com or call Biwad's telephone nos. @ (075) 540-0054; 540-0057; 540-0058</p> <p>c. The client may talk to our Officer of the Day at Biwad's office.</p>
How feedbacks are processed	a. Feedbacks shall be immediately collected or attended by the customer service assistant for evaluation and prepares service requests or maintenance / job order for proper and appropriate action.
How to file a complaint	<p>a. The client may proceed to PACD officer @Biwad's Office and report complaints.</p> <p>b. The client may complaint thru telephone calls at Biwad's telephone nos. @ (075) 540-0054; 540-0057; 540-0058 or text messages @Biwad's cellphone no. 0917-8072090</p>
How complaints are processed	a. PACD officer prepares service requests form or maintenance/job order for immediate inspection and proper action by the maintenance men.




Contact Information of ARTA, PCC, CCB, CSC	ARTA: compplaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: email@contactcenterngbayan.gov.ph 0917-839-8272 (SMS)
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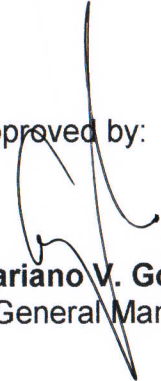
VIII. List of Offices

Office	Address	Contact Information
Binmaley Water District	Luna St., Binmaley, Pangasinan	540-0054 540-0057 540-0058

Prepared by :


Jacqueline F. Terrado
Division Manager B

Approved by:


Mariano V. Gonzalo
General Manager