



**BINMALEY WATER DISTRICT**

**CITIZEN'S CHARTER**  
**2019 (1<sup>st</sup> Edition)**



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## **I. Mandate**

The operations of the BINMALEY WATER DISTRICT started on October 5, 1979 pursuant to Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the Provincial Utilities Act of 1973. It was formed for the purpose of the following:

- 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 district.
- Providing, maintaining and operating wastewater collection, treatment and disposal facilities
- 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**

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 the 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 standards; and
- Communicate with clients and other interested parties to poster understanding.



## V. List of Services

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## **Commercial Division**

### **External Services**



## 1. Application/ Installation of Water Service Connection

The application for new water service connection is accepted and processed by the District thru the Commercial Division, provided the applicant submits all the necessary requirements, followed by the inspection of site location applied for and pays all fees before the installation. Schedule of installation is on a first come, first serve basis.

Office or Division:	Commercial		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Entity, G2G – Government to Government		
Who may avail:	All qualified residents, land owners, business establishments & government institutions of Binmaley, Pangasinan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Government Issued Identification Card (1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD	
Proof of Land Ownership or Barangay Certificate of Proof of Residency (1 original and 1 photocopy)		Municipal Assessor's Office / Barangay Hall	
Authorization Letter to tap or traverse applicant's service line, if necessary (1 original)		Customized form from BIWAD duly signed by lot/ service line owner	
Application and Contract of Water Service		PACD Officer (Customer Service Section)	
Bill of Materials		Property/ Supply Officer (General Services Section)	
Application & materials payment		Cashier (Finance Section)	

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to Public Assistance and Complaints Desk (PACD) Officer for inquiry.	1. Conducts initial assessment and interview.	None	5 minutes	PACD Officer (Commercial Division- Customer Services Section )
2. Submit the initial document, re: Government Issued Identification Card and secure Order of Payment for site	2. Receive and validate the Government Issued Identification Card.	None	3 minutes	PACD Officer (Commercial Division- Customer Services Section )



inspection to PACD	2.1 Issue Order of Payment for site inspection	None	3 minutes	<i>PACD Officer</i> (Commercial Division- Customer Services Section )
	2.2 Start processing the request	None	5 minutes	<i>PACD Officer</i> (Commercial Division- Customer Services Section )
3. Pay the inspection fee to the Cashier by showing the Order of Payment and secure Official Receipt	3. Accept the payment based on the Order of Payment	Inspection Fee - P 75.00	2 minutes	<i>Cashier</i> (Administrative & Finance Division- Finance Section)
	3.1 Issue Official Receipt	None	3 minutes	<i>Cashier</i> (Administrative & Finance Division- Finance Section)
4. Return to the PACD Officer and presents the Official Receipt and confirm the date of inspection.	4. Check the Official Receipt and advise the applicant of the site inspection date.	None	3 minutes	<i>PACD Officer</i> (Commercial Division- Customer Services Section )
5. Wait for the site inspection as scheduled.	5. Inspects the location site, locate where the water meter be installed, the length of the service line and list down all the materials to be used.	None	2 days	<i>Water/Sewerage Maintenance Foreman</i> (Operation & Technical Services Division-Water Maintenance Section)
	5.1 Provide the applicant with the List of Materials to be purchased	None	20 minutes	<i>Water/Sewerage Maintenance Foreman</i> (Operation & Technical Services



	5.2 Submits site Inspection Report to PACD Officer	None	10 minutes	Division-Water Maintenance Section)  <i>Water/Sewerage Maintenance Foreman</i> (Operation & Technical Services Division-Water Maintenance Section)
<b>After site inspection:</b>				
6. Returns to BIWAD and proceed to PACD Officer and submits all the required documents, together with the list of materials for assessment and secure Order of Payment.	6. Receives and validates the documents submitted	None	10 minutes	PACD Officer (Commercial Division-Customer Services Section )
	6.1 Computes the cost of materials required for installation and prepares Requisition Slip.	None	10 minutes	<i>Property/Supply Officer</i> (Administrative & Finance Division-General Services Section)
	6.2 Issue Order of Payment for the application fees and cost of materials.	None	2 minutes	<i>PACD Officer</i> (Commercial Division-Customer Services Section )
	6.3 Start processing the Application & Contract for Water Service	None	10 minutes	<i>PACD Officer</i> (Commercial Division-Customer Services Section )
7. Proceed to the Cashier and pay all the necessary fees based on the Order of Payment issued.	7. Accepts payment and issue official.	<b>Table 1:</b>  Application Fees: <i>a) Residential:</i> Registration Fee ----- P 50.00	10 minutes	<i>Cashier</i> (Administrative & Finance Division-Finance Section)



		Tapping Fee ----- 125.00 Road Crossing Fee-- 300.00 Guarantee Deposit -- <u>800.00</u> <b>Total -----P1,275.00</b>  <i>b) Commercial:</i> Registration Fee -----P 50.00 Tapping Fee ----- 125.00 Road Crossing Fee--- 300.00 Guarantee Deposit -- <u>3,000.00</u> <b>Total -----P3,475.00</b>		
		<b>Table 2:</b>  Materials: Meter Stand -----P 516.00 Meter Box ----- 275.00 Brass Ball Valve with lock wing 1/2" ----- 281.00  *Brass Corp. SC 3/4" -----722.00 *Brass Corp. SC 1" ----- 970.00 *BUCT 20mm -----294.00 *BUCT 25mm ----- 345.00 *BUCT 32mm ----- 895.00  *PE Tubing 20mm--P 25.00/meter *PE Tubing 25mm-- 38.00/meter *PE Tubing 32mm-- 65.00/meter  *Saddle Clamp 2"x 3/4" --- P288.00 *Saddle Clamp 3"x 3/4" --- 425.00 *Saddle Clamp 4"x 3/4" --- 480.00		



		*Saddle Clamp 6"x 3/4" --- 625.00 *Saddle Clamp 8"x 3/4" --- 955.00  <b>Note 1:</b> * Cost of these materials based on the size and length to be purchased		
8. Presents the Official Receipt (OR) issued to PACD Officer.	8.1 Validate the OR issued, indicate the serial number in the Application & Contract for Water Service Connection.	None	10 minutes	PACD Officer (Commercial Division- Customer Service Section)
9. Review and sign the Application for Water Service Contract given by the PACD Officer and secure a copy of the same after the installation.	9. Explains to the applicant the rules and regulations of the district stated in the Application & Contract of Water Service.	None	10 minutes	PACD Officer (Commercial Division- Customer Service Section)
	9.1 Advise the client of the installation date of his/her water service connection	None	3 minutes	PACD Officer (Commercial Division- Customer Service Section)
	9.2 Approves the installation of new water service connection.	None	1 day	General Manager
	9.3 Prepares job order for the installation	None	1 day	Operation & Technical Services Division Manager
	9.4 Issue the materials purchased by the applicant to the Water/Sewerage Maintenance Man	None	15 minutes	Property/ Supply Officer (Administrative & Finance Division- General Services



	responsible for the installation.			Section)
10. Witness the installation of the water service, after which acknowledges the Memorandum Receipt (MR) for Water Meter and give feedback to the services rendered by the District	10. Presents the materials purchased, installs the water service connection, Advise the consumer to acknowledge the MR for Water Meter and to fill up the Customer Feedback Form.	None	1 day	Water/Sewerage Maintenance Men (OTS- Water Maintenance Section)
<b>TOTAL</b>		<b>a)Residential:</b> Application Fees -- P 1,275.00 Inspection Fee ----- 75.00 Total -----P 1,350.00 Add: Materials(Note 1)      xxx <b>P    xxxxx</b>	<b>5 days, 2 hours, 14 minutes</b>	
		<b>b) Commercial :</b> Application Fees -- P 3,475.00 Inspection Fee ----- 75.00 Total ----- P 3,550.00 Add: Materials(Table 2)      xxx <b>P    xxxxx</b>		



## 2. Collection of Water Bills

The district accepts payment of consumer's water bill thru the office teller or thru authorized field collector with proper identification. Failure to receive Statement of Account does not relieve the consumer of his/her liability. Any amount due shall be deemed payable to Water District. Non-payment of water bills for two (2) consecutive months is a ground for disconnection of water service without prior notice.

Office or Division:	Commercial
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Entity, G2G – Government to Government
Who may avail:	All consumers with water connection
<b>CHECKLIST OF REQUIREMENTS</b>	
Statement of Account	Meter Reader of Binmaley Water District

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<i>* If payment is made thru the office:</i>				
1. Proceed to the Paying Section and present the Statement of Account (SOA) to the Teller. If without SOA, provide account information	1. Verify and confirm the account name and amount to be paid.	None	4 minutes	Teller (Paying Section)
2. Give the payment to the Teller once called and secure official receipt.	2. Accepts payment and issue computerized official receipt.	Billed amount in the Statement of Account per water rate schedule.  <b>Table 3:</b> a) Residential/Government: Min. Charge(1-10 cu.m) -P185.00 11-20 cu.m.----- 20.40/cu.m. 21-30 cu.m. ----- 23.35/cu.m. 31-40 cu.m. ----- 27.25/cu.m. 41 cu.m. up ----- 32.10/cu.m.	5 minutes	Teller (Paying Section)



		<p>b) Commercial:  Min. Charge(1-10 cu.m)-P 370.00  11-20 cu.m.----- 40.80/cu.m.  21-30 cu.m. ----- 46.70/cu.m.  31-40 cu.m. ----- 54.50/cu.m.  41 cu.m. up ----- 64.20/cu.m.</p> <p>c) Commercial B:  Min. Charge(1-10 cu.m.)-P 277.50  11-20 cu.m.----- 30.60/cu.m.  21-30 cu.m. ----- 35.00/cu.m.  31-40 cu.m. ----- 40.85/cu.m.  41 cu.m. up ----- 48.15/cu.m.</p> <p><b>Note 2:</b>  * Amount paid beyond due date:  1. If Current Bill only:  Current Bill + 10% Penalty Charge  2. If with arrearages:  Current Bill + 10% Penalty Charge  + Arrearages  3.Payment is either in full or partial, if  with arrearages</p>		
3. Verify the OR issued, count the change (if there is any) before leaving the counter.	3. Always say "Thank you" to the paying consumer.	None	1 minute	Teller (Paying Section)
<b>TOTAL</b>		<b>Billed amount in the Statement of Account or per customer record ----- xxx</b>	<b>10 minutes</b>	



<i>* If payment is made thru Authorized Field Collector:</i>				
1. Presents Statement of Account or inquires the amount based on the records handed by the Authorized Field Collector.	1. If without Statement of Account, verifies the account name in the List of Delinquent Accounts.	None	5 minutes	Authorized Field Collector (Commercial Division- Collection & Accounts Section)
	1.2 Manually prepares Official Receipt	None	5 minutes	Authorized Field Collector (Commercial Division- Collection & Accounts Section)
2. Pay bill.	2. Accepts payment and issue Official Receipt.	Billed amount stated in the Statement of Account per water rate schedule (as shown in Table 3)  <b>Note 2:</b> * Amount paid beyond due date: 1. If Current Bill only: Current Bill + 10% Penalty Charge 2. If with arrearages: Current Bill + 10% Penalty Charge + Arrearages 3. Payment is either in full or partial, if with arrearages	5 minutes	Authorized Field Collector (Commercial Division- Collection & Accounts Section)
3. Verify the OR issued and count the change (if there is any) before leaving.	3. Always say "Thank you" to the paying consumer.	None	1 minute	Authorized Field Collector (Commercial Division- Collection & Accounts Section)
<b>TOTAL</b>		Billed amount stated in SOA or per customer record ----- XXX	16 minutes	



### 3. Reconnection of Water Service/ Water Meter

The Water District reconnects the consumer's service line or water meter after verification/assessment of his/her account, calibrates his/her disconnected water meter and payment of the necessary fees.

Office or Division:	Commercial		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Entity, G2G – Government to Government		
Who may avail:	Disconnected/inactive consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>Principal:</b> Government Issued Identification Card (1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD	
Service request		Binmaley WD	
<b>Representative:</b> Authorization Letter (1 original copy)		Registered Consumer	
Government Issued Identification Card of the person being represented (1 original & 1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD	
Government Issued Identification Card of the representative (1 original & 1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD	

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to Public Assistance Desk (PACD) Officer and fill up Service Request for Reconnection	1. Prepares Service Request and verifies the account	None	5 minutes	<i>PACD Officer</i> (Commercial Division-Customer Account Section)
2. Secure Order of Payment from the Commercial Division Manager.	2. Prepares and issue Order of Payment for the required fees	None	3 minutes	<i>Division Manager</i> (Commercial Division)



3. Pay the required fees based on the Order of Payment and secure Official Receipt to the Cashier.	3. Accepts payment and issue official receipt.	<b>Table 4:</b> Reconnection Fee ---- P 275.00 Inspection Fee ----- 75.00 Tapping Fee ----- 125.00 *Guarantee Deposit--- xxx *Water Bill Arrears ----- xxx  <i>*Note 3 : Add other fees, if there are any):</i> Guarantee Deposit (GD)----- xxx (Current GD less Existing GD) Water Bill Arrears ----- xxx	5 minutes	Cashier (Administrative & Finance Section)
4. Returns to PACD Officer and presents the official receipt for encoding.	4. Encodes all the necessary data to the Application & Contract for Water Service (Reconnection)	None	5 minutes	PACD Officer (Commercial Division- Customer Account Section)
5. Review and signs the Application for the Water Service Contract (Reconnection)	5. Verifies the signature and advise the consumer on the inspection date	None	2 minutes	PACD Officer (Commercial Division- Customer Account Section)
6. Wait for the authorized BIWAD personnel for the site inspection	6.1 Inspects the location site and list down all the materials (if there is any) for the reconnection activity.	None	1 day	Water/Sewerage Maintenance Foreman (OTS- Water Maintenance Section)
	6.2 Provide the consumer with the list of materials to be procured (if there is any)	None	10 minutes	Water/Sewerage Maintenance Foreman (OTS- Water Maintenance Section)
7. Returns to BIWAD office (General Services Section) and presents the list of materials to the Property/Supply Officer.	7. Computes the materials needed and prepares Requisition Slip.	None	5 minutes	Property/ Supply Officer (Administrative & Finance Division- General Services Section)



8. Proceed to the Cashier (Finance Division) and pay the required materials	8. Accepts payment, issue official receipt and indicate the OR number in the Requisition Slip.	Meter Stand ----- P 516.00 Meter Box ----- 275.00 Meter Protector ----- 52.00	5 minutes	<i>Cashier</i> (Administrative & Finance Division-Finance Section)
9. Returns to Property/ Supply Officer, presents the OR and wait for the materials to be issued	9.1 Validate the OR and issue the materials purchased.	None	10 minutes	<i>Property/ Supply Officer</i> (Administrative & Finance Division-General Services Section)
	9.2 Prepares job order and advise the consumer of the reconnection date	None	2 minutes	<i>PACD Officer</i> (Commercial Division-Customer Account Section)
	9.3 Endorses job order to Operation & Technical Services (OTS) Division	None	2 minutes	<i>PACD Officer</i> (Commercial Division-Customer Account Section)
	9.4 Receives job order & approves reconnection activities.	None	10 minutes	<i>OTS Division Manager/ General Manager</i>
10. Witness the reconnection activity and acknowledges Memorandum Receipt of Water Meter and give feedback to the District for the services rendered.	10. Reconnects water service, advise the consumer to acknowledge the MR for Water Meter and to fill up the Customer Satisfaction Survey Form.	None	1 day	<i>Water/Sewerage Maintenance Foreman</i> (OTS- Water Maintenance Section)
		Reconnection Fee ----P275.00 Inspection Fee ----- 75.00		



<b>TOTAL</b>	Tapping Fee -----	125.00	<b>2 days, 1 hour &amp; 4 minutes</b>	
	Meter Stand -----	516.00		
	Meter Box -----	275.00		
	Meter Protector -----	<u>52.00</u>		
		P1,318.00		
	Add: Guarantee Deposit---	xxx		
	Water Bill Arrears-----	xxx		
	TOTAL -----	XXXX		

#### 4. Transfer/ Relocation of Water Meter and Service Line

The Water District transfer or relocates the consumer's water meter or service line upon request provided all the necessary fees will be paid.

Office or Division:	Commercial		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Entity G2G – Government to Government		
Who may avail:	All consumers with water connection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>Principal:</b>			
Government Issued Identification Card (1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD	
Service request		Binmaley WD	
<b>Representative:</b>			
Authorization Letter (1 original copy)		Registered Consumer	
Government Issued Identification Card of the person being represented (1 original & 1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD	
Government Issued Identification Card of the representative (1 original & 1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD	



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to Public Assistance Desk (PACD) Officer and fill up Service Request for Transfer or Relocation of Water Meter or Service Line	1. Prepares Service Request and verifies the account.	None	5 minutes	<i>PACD Officer</i> (Commercial Division-Customer Account Section)
2. Secure Order of Payment from the PACD Officer	2. Prepares and issue Order of Payment for the inspection and transfer fee.	None	3 minutes	<i>PACD Officer</i> (Commercial Division-Customer Account Section)
3. Pay the required fees based on the Order of Payment and secure official receipt to the Cashier.	3. Accepts payment and issue official receipt.	Inspection Fee ----- 75.00 Transfer Fee (SL)----- 300.00 Transfer Fee (WM) ---- 150.00	5 minutes	<i>Cashier</i> (Administrative & Finance Division-Finance Section)
	3.1 Prepares Job Order for site inspection	None	3 minutes	<i>PACD Officer</i> (Commercial Division-Customer Account Section)
4. Confirm the inspection date to the PACD Officer and wait for the authorized inspector of BIWAD	4. Advise the requestor on the date of site inspection	None	3 minutes	<i>PACD Officer</i> (Commercial Division-Customer Account Section)
5. Assist the BIWAD inspector and secure list of materials needed for the activity.	5. Visit and inspects the location site where the activity will be performed.	None	1 day	<i>Water/Sewerage Maintenance Foreman</i> (OTS- Water Maintenance Section)



	5.1 List down all the materials needed to be purchased by the consumer.	None	15 minutes	<i>Water/Sewerage Maintenance Foreman (OTS- Water Maintenance Section)</i>
	5.2 Prepares and submits Site Inspection Report to PACD Officer.	None	10 minutes	<i>Water/Sewerage Maintenance Foreman (OTS- Water Maintenance Section)</i>
6. Returns to BIWAD and proceed to the General Services Section for the assessment of the materials listed and secure Order of Payment.	6. Computes/assess the cost of materials listed.	None	3 minutes	<i>Property/ Supply Officer (Administrative &amp; Finance Division- General Services Section)</i>
	6.1 Prepares Requisition Slip (RIS) and Order of Payment	None	5 minutes	<i>Property/ Supply Officer (Administrative &amp; Finance Division- General Services Section)</i>
7. Proceed to the Cashier and pay the amount computed based on the Order of Payment	7. Accepts payment and issue Official Receipt	Tapping Fee (if needed)--- 125.00 Materials Fee based on Requisition Slip ----- xxx	5 minutes	<i>Cashier (Administrative &amp; Finance Division- Finance Section)</i>
8. Returns to PACD Officer and presents the Official Receipt issued	8. Validate the OR and prepares job order. Advise the consumer on date of the activity.	None	3 minutes	<i>PACD Officer (Commercial Division- Customer Account Section)</i>
9. Wait for the Water Maintenance Men and witness the transfer/relocation of SL/WM, after which	9. Transfer/relocate the service line (SL) or water meter (WM) and advise the consumer to acknowledge	None	1 day	<i>Water/Sewerage Maintenance Man (OTS- Water Maintenance Section)</i>



acknowledges the maintenance order and give feedback to the service rendered.	the maintenance order with the feedback indicated therein.			
<b>TOTAL</b>		<b>Inspection Fee ----- P 75.00</b> <b>Transfer Fee (SL) ---- 300.00</b> <b>Transfer Fee (WM) --- 150.00</b> <b>Tapping Fee (if needed)- 125.00</b> <b>*Materials ----- xxx</b>  <i>Note:</i> <i>*Cost of materials shall be based on the size &amp; length to be used.</i>	<b>2 days, 47 minutes</b>	

## 5. Inspection and Repair of Water Service Connection Due to Busted Pipe or High Consumption

The Water District

Office or Division:	Commercial
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Entity G2G – Government to Government
Who may avail:	All consumers with water connection including concerned citizens
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Personal request/report or thru telephone call	Reporter or one who may make request

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to Public Assistance Desk (PACD) Officer and fill up a service request (if walk-in), or contact to Tel Nos. (075)5400054 or 5400057 (if by call)	1. Prepares service request with complete details of the complaint or request.	None	5 minutes	PACD Officer (Commercial Division- Customer Account Section)
	2. Endorses the request to OTS Division for job order.	None	2 minutes	PACD Officer



	3. Prepares job/maintenance order and assign Water Maintenance Men for an immediate and proper action.	None	10 minutes	(Commercial Division- Customer Account Section)  <i>Operation &amp; Technical Services Division Manager</i>
2. Wait for the Water Maintenance Men for the proper action and secure list of materials to be used	2. Inspects the site and performs the necessary action. List down required materials (if there are any) .	None	1 hour	<i>Water/Sewerage Maintenance Man (OTS- Water Maintenance Section)</i>
3. Returns to BIWAD and proceed to the General Services Section for the assessment and purchase of the required materials and secure Order of Payment.	3. Computes the cost of materials listed and prepares Requisition Slip and Order of Payment.	None	10 minutes	<i>Property/ Supply Officer (Administrative &amp; Finance Division- General Services Section)</i>
4. Proceed to Cashier and pay based on the Order of Payment. Secure official receipt.	4. Accepts payment and issue official receipt. Indicate the Official Receipt number in the Requisition Slip (RIS).	Amount of materials indicated in the RIS (see Table 1) ----- xxx	10 minutes	<i>Cashier (Administrative &amp; Finance Division- Finance Section)</i>
	4.1 Issue materials purchased.	None	10 minutes	<i>Property/ Supply Officer (Administrative &amp; Finance Division- General Services Section)</i>
5. Presents the materials to the Water Maintenance Man and	5. Makes the necessary action and advice the client	None	1 hour	<i>Water/Sewerage Maintenance Man</i>



witness how the request is acted upon, after which acknowledges the Maintenance Order and give feedback on the services rendered.	to acknowledge the Maintenance Order and fill up the Customer Feedback Survey.  5.1 Prepares and submits accomplishment report.	None	10 minutes	(OTS- Water Maintenance Section)  <i>Water/Sewerage Maintenance Man</i> (OTS- Water Maintenance Section)
<b>TOTAL</b>		<b>Materials -----P xxx</b>	<b>2 hours, 57 minutes</b>	

## 6. Handling of Customer's Complaints

Customer's complaints are freely accepted by the district handled by the Public Assistance Desk Office supported by service request duly signed by the complainant or customer.

Office or Division:	Commercial
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Entity G2G – Government to Government
Who may avail:	All consumers with water connection
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Personal appearance of the complainant/ customer or representative or thru telephone call	Binmaley Water District

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to Public Assistance Desk (PACD) Officer and fill	1. Receives complaint and prepares service request	None	5 minutes	<i>PACD Officer</i> (Commercial Division- Customer Account)



up a service request (if walk-in), or contact telephone nos. (075)5400054 or 5400057 (if by call)	with complete details.			Section)
	2. Endorses the complaint to the Commercial Division Head for proper action.	None	3 minutes	<i>PACD Officer</i> (Commercial Division- Customer Account Section)
	3. Prepares job/maintenance order and assign Water Maintenance Men for an immediate and proper action	None	30 minutes	<i>OTS Division Manager</i>
<b>TOTAL</b>		<b>None</b>	<b>38 minutes</b>	



## VI. Feedback and Complaints

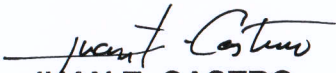
FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Accomplish the feedback form available in the Public Assistance Desk Office and drop it at the designated drop box located in front of the paying section area or through the district's email address: <a href="mailto:biwad_79@yahoo.com">biwad_79@yahoo.com</a> or call at (075) 5400054; 5400057 or 5400058.
How feedback is processed?	<p>Every end of the day, the Public Assistance Desk Officer opens the drop box, complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned division for immediate action.</p> <p>The answer of the district is then relayed to the concerned citizen</p>
How to file a complaint?	Proceed to Public Assistance and Complaints Desk (PACD) Officer and report the complaint or call at (075) 5400054; 5400057; or 540058 or text message/call at 0917-8072090
How complaints are processed?	The designated personnel respond to the complaints or request in accordance with step-by-step procedure of a particular service availed of.
Contact Information	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 1- ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> <p>CSC: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p>BIWAD: (075) 5400054; 5400057 &amp; 5400058 0917-8072090 (SMS); <a href="mailto:biwad_79@yahoo.com">biwad_79@yahoo.com</a></p>



## VII. List of Offices

Office	Address	Contact Information
Office of the General Manager	1 <sup>st</sup> Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075) 540-0054
Administrative & Finance Division	2 <sup>nd</sup> Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075) 540-0057
Commercial Division	1 <sup>st</sup> Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075) 540-0054; (075) 540-0058
Operation & Technical Services Division	2 <sup>nd</sup> Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075) 540-0057

Approved by:

  
**JUAN T. CASTRO**  
General Manager