



BINMALEY WATER DISTRICT
PAMANA WATER-BINMALEY

CITIZEN'S CHARTER
2024 (2nd Edition)



BINMALEY WATER DISTRICT PAMANA WATER-BINMALEY

CITIZEN'S CHARTER 2024 (2nd Edition)



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.

PAMANA WATER CORPORATION

aims to be one of the best water utility company in the Philippines offering quality services that will continuously improve the lives of many Filipinos in the countryside.

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. Business Objectives

The **General Objective** of the Joint Venture is primarily to attain the highest possible level of water supply services for, as far as feasibly possible, one hundred percent (100%) of water consumers in the Municipality of Binmaley.

The **Specific Objectives** of the Joint Venture are as follows:

1. To develop new/additional sustainable water sources to meet long-term water demand.
2. To reduce and maintain distribution losses (Non-Revenue Water) to national or industry acceptable levels.
3. To expand service coverage within the existing barangays utilizing and improving Binmaley Water District Facilities.
4. To ensure, as far as feasibly possible, uninterrupted twenty-four (24)hour water supply to connected consumers.
5. To ensure that water supplied to consumers comply with prevailing standards on drinking water quality under Philippine National Standards for Drinking Water.
6. To mitigate tariff impact to Consumers.
7. To always maintain good and harmonious relationship with water consumers through their improved satisfaction level.
8. To protect the environment by ensuring responsible use of groundwater resources, promoting utilization of surface water, and providing sound management and protection of watershed, in strict compliance to Republic Act No. 11039 or the Expanded National Integrated Protected Areas System (NIPAS) Act of 2018.



VI. CORE VALUES

INTEGRITY

We are morally upright, honest and sincere in our private and public lives.

PROFESSIONALISM

We consistently implement the law, provide timely and accurate information to concessionaires and render efficient and competent service to the public

ACCOUNTABILITY

We abide by prescribed ethical and work standards in government service.

INDEPENDENCE

We act without fear or favor and render sound judgment in the performance of our duties and responsibilities.

INITIATIVE

We are strategic and forward-looking in the fulfillment of our water supply and delivery functions.



VI. 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 and PAMANA WATER-BINMALEY 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

❖ External Services (These services are provided by our Joint Partner-PAMANA WATER-BINMALEY)

1. Application for Water Service Connection	8
2. Collection of Water Bills	17
3. Reconnection of Water Service/ Water Meter	21
4. Transfer, Relocation of Water Meter/ Service Line	25
5. Inspection of Water Meter due to High Consumption or Low Consumption	29
6. Repair of Leakages at Mainline and Service Line	31
7. Complaints and Feedback from Customer	33

❖ Internal Services (Numbers 1, 2 services are provided by our Joint Partner-PAMANA WATER-BINMALEY and Service No. 3 is to be conducted by BINMALEY WATER DISTRICT)

1. Meter Reading and Delivery of Statement of Account (SOA)	35
2. Disconnection due to Non-Payment	36
3. Information Dissemination of Scheduled Water Interruption to the Public	39
4. Post-Inspection Activity	41



External Services

1. Application/ Installation of Water Service Connection

The application for new water service connection is accepted and processed by **PAMANA Water Binmaley** thru the Commercial Department, 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:	Binmaley Water District-Pamana Water-Binmaley	
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/PAMANA duly signed by lot/ service line owner
Application and Contract of Water Service		PAMANA-PACD/Counter 2 (Customer Service Section)
Bill of Materials		PAMANA-Counter 1 (Admin Section)
Application & materials payment		PAMANA-Counter 3 (Finance Section)



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to Public Assistance and Complaints Desk (PACD) Officer/Counter 2 for inquiry.	1. Conducts initial assessment and interview.	None	5 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept.
2. Submit the initial document, re: Government Issued Identification Card and secure Order of Payment for site inspection to PACD	2. Receive and validate the Government Issued Identification Card.	None	3 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
	2.1 Issue Order of Payment for site inspection	None	3 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
	2.2 Start processing the request	None	5 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
3. Pay the inspection fee to the Cashier/Counter 3 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	Jonathan Cruz Counter 3-Pamana Finance Section
	3.1 Issue Official Receipt	None	3 minutes	Jonathan Cruz Counter 3-Pamana Finance Section



4. Return to the PACD/Counter 2 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	Hazel Soriano Counter 2-Pamana Commercial Dept
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	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section
	5.1 Provide the applicant with the List of Materials to be purchased	None	20 minutes	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section
	5.2 Submits site Inspection Report to PACD/Counter 2.	None	10 minutes	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section



After site inspection:				
6. Returns to BIWAD/PAMANA and proceed to PACD/Counter 2 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	Hazel Soriano Counter 2-Pamana Commercial Dept
	6.1 Computes the cost of materials required for installation and prepares Material Requisition and Issuance Slip.	None	10 minutes	Camille Rosario Counter 1-Pamana Admin. Section
	6.2 Issue Order of Payment for the application fees and cost of materials.	None	2 minutes	Camille Rosario Counter 1-Pamana Admin. Section
	6.3 Start processing the Application & Contract for Water Service	None	10 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
7. Proceed to the Cashier/Counter 3 and pay all the necessary fees based on the Order of Payment issued.	7. Accepts payment and issue official.	Table 1: Application Fees: <i>a) Residential:</i> Registration Fee ----- P 50.00	10 minutes	Jonathan Cruz Counter 3-Pamana Finance Section



		Tapping Fee ----- 125.00 Road Crossing Fee-- 300.00 Guarantee Deposit -- <u>800.00</u> Total -----P1,275.00 <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> Total -----P3,475.00		
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		<p>Table 2:</p> <p>Materials:</p> <p>Water Meter-----P1,350.00</p> <p>Meter Stand ----- 655.00</p> <p>Meter Box -----378.00</p> <p>Brass Ball Valve with lock wing 1/2" ----- 383.00</p> <p>*Brass Corp. SC 3/4" -----962.00</p> <p>*Brass Corp. SC 1" ----- 1,100.00</p> <p>*BUCT 20mm -----425.00</p> <p>*BUCT 25mm ----- 530.00</p> <p>*BUCT 32mm ----- 1,090.00</p> <p>*PE Tubing 20mm—P 25.00/meter</p> <p>*PE Tubing 25mm-- 38.00/meter</p> <p>*PE Tubing 32mm-- 72.00/meter</p> <p>*Saddle Clamp 2"x 3/4" --- P385.00</p> <p>*Saddle Clamp 3"x 3/4" --- 572.00</p> <p>*Saddle Clamp 4"x 3/4" --- 706.00</p> <p>*Saddle Clamp 6"x 3/4" --- 776.00</p> <p>*Saddle Clamp 8"x 3/4" --- 955.00</p> <p>Note 1:</p> <p>* Cost of these materials based on the size and length to be purchased</p>		
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8. Presents the Official Receipt (OR) issued to PACD/Counter 2.	8. Validate the OR issued, indicate the serial number in the Application & Contract for Water Service Connection.	None	10 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
9. Review and sign the Application for Water Service Contract given by the PACD/Counter 2 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	Hazel Soriano Counter 2-Pamana Commercial Dept
	9.1 Advise the client of the installation date of his/her water service connection	None	3 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
	9.2 Approves the installation of new water service connection.	None	1 day	Engr. Michael Kenneth Rilloraza Pamana Branch Manager
	9.3 Prepares job order request for the installation	None	1 day	Hazel Soriano Counter 2-Pamana Commercial Dept
	9.1 Issue the materials purchased by the applicant to the PAMANA Plumbers responsible for the installation.	None	15 minutes	Nardo Aquino Pamana-Admin Section



10. Witness the installation of the water service, after which acknowledges the Work Accomplishment Report 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 WAR and to fill up the Customer Feedback Form.	None	1 day	Plumbers Pamana Construction and Maintenance Section
11. Accomplish a Customer Feedback Form.	11. Conduct Customer Feedback survey.	None	5 minutes	BIWAD Personnel



TOTAL	a)Residential: Application Fees -- P 1,275.00 Inspection Fee ----- <u>75.00</u> Total -----P 1,350.00 Add: Materials(Note 1) xxx P xxxxxx b) Commercial : Application Fees -- P 3,475.00 Inspection Fee ----- <u>75.00</u> Total ----- P	5 days, 2 hours, 19 minutes		
	3,550.00 Add: Materials(Table 2) xxx P xxxxxx			



2. Collection of Water Bills

PAMANA Water Binmaley 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:	Binmaley Water District-Pamana Water-Binmaley	
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
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 Tellers. If without SOA, provide account information	1. Verify and confirm the account name and amount to be paid.	None	4 minutes	Gina De Guzman/Ah-Hamdy De Guzman Pamana-Tellers 1 & 2



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. Table 3: 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	Gina De Guzman/Ah-Hamdy De Guzman Pamana-Tellers 1 & 2
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		<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>Note 2: * 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 4. Additional 12% VAT effective October 1, 2022.</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	Gina De Guzman/Ah-Hamdy De Guzman Pamana-Tellers 1 & 2



10 Accomplish a Customer Feedback Form.	4. Conduct Customer Feedback survey.	None	5 minutes	BIWAD Personnel
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TOTAL		Billed amount in the Statement of Account or per customer record ----- xxx	15 minutes	
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* If payment is made thru GCash Application:

1. Open the GCash application on your smart phone. Click "Bills" on your home screen.
2. In the list of biller categories, select "Water Utilities".
3. Search for "Pamana Water Binmaley" and tap.
4. Input the amount.
5. Enter the 15-digit Reference Number.
6. Tap "NEXT"
7. Review your payment details and click "CONFIRM".

NOTE: If you wish to get your PAMANA issued Official Receipt, just visit our Office and proceed to Counter 4 and look for RHODORA QUINTO, Billing and Collection Supervisor.

TOTAL		Billed amount stated in SOA or per customer record ----- xxx	16 minutes	
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3. Reconnection of Water Service/ Water Meter

PAMANA Water Binmaley 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:	Binmaley Water District-Pamana Water-Binmaley	
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
Principal: Government Issued Identification Card (1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD
Service request		Binmaley WD
Representative: 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) /Counter 2 and signify its intention for Reconnection	1. Prepares Service Request and verifies the account	None	5 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept



2. Secure Order of Payment from the Commercial Division Manager.	2. Prepares and issue Order of Payment for the required fees	None	3 minutes	Rhodora F. Quinto Counter 5-Pamana Commercial Dept.
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.	Table 4: 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	Jonathan Cruz Counter 3-Pamana 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	Hazel Soriano Counter 2-Pamana Commercial Dept
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	Hazel Soriano Counter 2-Pamana Commercial Dept
6. Wait for the authorized Pamana personnel for the site inspection	6. Inspects the location site and list down all the materials (if there is any) for the reconnection activity.	None	1 day	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section



	6.1 Provide the consumer with the list of materials to be procured (if there is any)	None	10 minutes	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section
7. Returns to BIWAD/PAMANA office (Admin Section) and presents the list of materials to the Property/Supply Officer.	7. Computes the materials needed and prepares Requisition Slip.	None	5 minutes	Camille Rosario Counter 1-Pamana Admin. Section
8. Proceed to the Cashier (Finance Section) 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	Jonathan Cruz Counter 3-Pamana Finance Section
9. Returns to Property/ Supply in charge, presents the OR and wait for the materials to be issued	9. Validate the OR and issue the materials purchased.	None	10 minutes	Camille Rosario Counter 1-Pamana Admin. Section
	9.1 Prepares job order and advise the consumer of the reconnection date	None	2 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
	9.2 Endorses job order to Construction and Maintenance Section	None	2 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept



	9.3 Receives job order & approves reconnection activities.	None	10 minutes	Rhodora F. Quinto Counter 5-Pamana Commercial Dept.
10. Witness the reconnection activity and acknowledges Memorandum Receipt of Water Meter and signs the Work Accomplishment Report for the services rendered.	10. Reconnects water service, advise the consumer to acknowledge the MR for Water Meter and the Work Accomplishment Report.	None	1 day	Plumbers Pamana Construction and Maintenance Section
11. Accomplish a Customer Feedback Form.	11. Conduct Customer Feedback survey.	None	5 minutes	BIWAD Personnel

TOTAL	Reconnection Fee ----P275.00 Inspection Fee ----- 75.00 Tapping Fee ----- 125.00 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	2 days, 1 hour & 9 minutes	
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4. Transfer/ Elevation/Relocation of Water Meter and Service Line

PAMANA Water Binmaley transfers, elevates or relocates the consumer's water meter or service line upon request provided all the necessary fees will be paid.

Office or Division:	Binmaley Water District-Paman Water Binmaley	
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
Principal: Government Issued Identification Card (1 photocopy)		BIR, Post Office, LTO, GSIS, SSS, Pag-IBIG, PRC, DSWD
Service request		Pamana Water Binmaley
Representative: 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/ elevation or Relocation of Water Meter or Service Line.	1. Prepares Service Request and verifies the account.	None	5 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept



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	Hazel Soriano Counter 2-Pamana Commercial Dept
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. 3.1 Prepares Job Order for site inspection	Inspection Fee ----- 75.00 Transfer Fee (SL)----- 300.00 Transfer Fee (WM) ---- 150.00 None	5 minutes 3 minutes	Jonathan Cruz Counter 3-Pamana Finance Section Hazel Soriano Counter 2-Pamana Commercial Dept
4. Confirm the inspection date from the PACD Officer and wait for the authorized inspector of PAMANA	4. Advise the concessioner or its authorized representative on the date of site inspection	None	3 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
5. Assist the PAMANA 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	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section



	5.1 List down all the materials needed to be purchased by the consumer.	None	15 minutes	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section
	5.2 Prepares and submits Site Inspection Report to PACD Officer.	None	10 minutes	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section
6. Returns to PAMANA and proceed to the Admin Section for the assessment of the materials listed and secure Order of Payment.	6. Computes/assess the cost of materials listed.	None	3 minutes	Camille Rosario Counter 1-Pamana Admin. Section
	6.1 Prepares Material Requisition and Issue Slip (MRIS) and Order of Payment	None	5 minutes	Camille Rosario Counter 1-Pamana Admin. Section
7. Proceed to the Cashier and pay the amount computed based on the Order of Payment	7. Accepts payment and issues Official Receipt	Tapping Fee (if needed)--- 125.00 Materials Fee based on Requisition Slip ----- xxx	5 minutes	Jonathan Cruz Counter 3-Pamana Finance Section
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	Hazel Soriano Counter 2-Pamana Commercial Dept



9. Wait for the PAMANA plumbers and witness the transfer/ elevation/relocation of SL/WM, after which Acknowledges and signs the Work Accomplishment Report on service rendered.	9. Transfer/elevate/relocate the service line (SL) or water meter (WM) and advise the consumer to acknowledge and sign the Work Accomplishment Report.	None	1 day	Plumbers Pamana Construction and Maintenance Section
10. Accomplish a Customer Feedback Form.	10. Conduct Customer Feedback survey.	None	5 minutes	BIWAD Personnel
TOTAL		Inspection Fee ----- P 75.00 Transfer Fee (SL) ---- 300.00 Transfer Fee (WM) --- 150.00 Tapping Fee (if needed)- 125.00 *Materials ----- xxx		2 days, 52 minutes
		<i>Note:</i> <i>*Cost of materials shall be based on the size & length to be used.</i>		



5. Inspection of Water Meter due to High or Low Consumption

For concessioners who are requesting for inspection due to unusual consumption as reflected on their Statement of Account.

Office or Division:	Binmaley Water District-Pamana Water Binmaley		
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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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. Inquire with PACD Officer regarding the concern.	1. Responds and interviews the concessioner or its authorized representative regarding the concern.	None	5 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
2. Report on the (abnormal/unusual) high or low water consumption as reflected on the Statement of Account.	2. Prepares Job Order for the inspection of water meter and service line.	None	2 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
Note:	2.1 Site inspection will be conducted within 1 day		1 hour	Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section



Concessioners may address their concern thru text/phone call or FB Page.				
3. Accomplish a Customer Feedback Form.	3. Conduct Customer Feedback survey.	None	5 minutes	BIWAD Personnel
TOTAL			1 hours, 12 minutes	



6. Repair of Leakages at Mainline and Service Line

For concessioners reporting leaks found in the transmission, distribution and service lines.

Office or Division:	Binmaley Water District-Pamana Water Binmaley			
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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inquire with PACD Officer regarding the concern.	1. Responds and interviews the concessioner or its authorized representative regarding the concern.	None	5 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
2. Report leaks and provide necessary information. Note: Concessioners may address their concern thru text/phone call or FB Page.	2. Prepares Job Order and coordinates with Construction and Maintenance Section 2.1 Site inspection will be conducted within 1 day	None None	20 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept Felix Barrozo/Edwin Perez-Pamana Construction & Maintenance Section

32



7. Complaints and Feedback from Customer

Office or Division:	Binmaley Water District-Pamana Water Binmaley	
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
NONE		NONE

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<p>1. Inquire with PACD on how to file a complaint.</p> <p>For complaints relating to water services, the Job Order Request shall be used.</p> <p>For other concerns, the complaints shall be made in writing.</p>	<p>1. Respond to queries.</p> <p>1.1 Record the complaint/ job order request in the logbook.</p> <p>1.2 Forward the job order form to the concerned section while written complaints to the Customer Service Supervisor.</p>	None	10 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept



2. Submits a written complaint.	<p>2. Validate the written complaint and forward it to the Department Manager concern for appropriate action.</p> <p>2.1 Make an investigation regarding the complaint.</p> <p>2.2 Discuss the result of the investigation to the Branch Manager.</p>	None	10 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
3. Wait for the answer to the feedback or complaints.	<p>3. Monitor the status of the job order/written complaint.</p> <p>3.1 Discuss the answer to the feedback/complaints to the customer.</p>	None	10 minutes	Hazel Soriano Counter 2-Pamana Commercial Dept
4. Accomplish a Customer Feedback Form.	4. Conduct Customer Feedback survey.	None	5 minutes	BIWAD Personnel
TOTAL			35 minutes	



Internal Services

1. Meter Reading and Delivery of Statement of Account (SOA)

Office or Division:	Binmaley Water District-Pamana Water Binmaley
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
NONE	NONE

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<p>1. Receives and acknowledges the water bill-Statement of Account.</p> <p>Note: Customers are encourage to report any instances of not receiving the actual bill.</p>	<p>1. Meter Readers shall read and bill water meters once a month. A water bill (SOA) is furnished to the concessioner showing the following information:</p> <p>a. Present and previous reading</p> <p>b. Consumption (in cubic meters)</p> <p>c. Amount Due</p>	None	5 minutes	Meter Readers-Pamana Commercial Dept



	d. Arrears (if any) e. Due Date and Records field findings if any.			
TOTAL			5 minutes	

2. Disconnection due to Non-Payment

Accounts unpaid for two months will be subject to disconnection upon issuance of Notice of Disconnection. After three working days upon receipt of the Notice, and account remains unpaid, your water service will be disconnected without further notice. If payment has been made, you may disregard the Notice of Disconnection.

Office or Division:	Binmaley Water District-Pamana Water Binmaley		
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	
NONE		NONE	



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Receives Notice of Disconnection and signs the receiving copy.	1. Delivers Notice of Disconnection to accounts with 2 months arrears.	None	5 minutes	Meter Readers- Pamana Commercial Dept
	1.1 Follow up payments of accounts with disconnection notice.	None	5 minutes	Meter Readers- Pamana Commercial Dept
2. None.	2. The Billing and Collection Supervisor generates Disconnection Order and list of delinquent accounts and forwards them to the Commercial Services Manager.	None	30 minutes	Rhodora Quinto Billing and Collection Supervisor
3. None	3. The Commercial Services Manager shall verify the list of delinquent accounts if there were payment prior to actual disconnection and forward to the Branch Manager for approval.	None	1 hour	Commercial Service Manager



4. None	4. The Service Inspection Assistant disconnects the service line of the accounts for disconnection. He records the last meter reading and the method of disconnection used. He shall submit the disconnection report to the Billing and Collection Supervisor.	None	15 minutes	Service Inspection Assistants
5. None	5. The Billing and Collection Supervisor receive the disconnection report and record the same to the logbook and update the concessioner's account.	None	15 minutes	Rhodora Quinto Billing and Collection Supervisor
TOTAL			2 hours and 10 minutes	



3. Information dissemination of Scheduled Water Interruption to the Public

Office or Division:	Binmaley Water District-Pamana Water Binmaley	
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
NONE		NONE

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. None	1. Fill up work activity publication form five (5) days prior to the activity.	None	3 minutes	Authorized staff from Construction and Maintenance Section or Water Resource Section
2. None	2. Secure the approval of the Technical Head then forward to the Commercial Services Manager.	None	3 minutes	Technical Head
3. None	3.The Commercial Services Manager drafts proposed official statement for information	None	15 minutes	Commercial Services Manager



	dissemination and submits to the Branch Manager for approval			
4. None	4. The Branch Manager approves the official statement for information dissemination to the public, and inform the BIWAD about the scheduled activity.	None	10 minutes	Branch Manager
5. None	5. The BIWAD and Pamana thru their FB page shall post the official statement regarding the Scheduled Water Interruption and seek the assistance of the Barangay Officials of the areas concern.	None	30 minutes	BIWAD and PAMANA
TOTAL			1 hour and 1 minute	



4. Post-Inspection Activity

By virtue of the Joint Venture Agreement between BIWAD and PAMANA, the latter is in charge of the operation and maintenance of the water system and the former as the Contract Monitoring Unit. As such the BIWAD initiated the Post-inspection Activity to inspect, check and monitor the activities of PAMANA.

Office or Division:	Binmaley Water District-Pamana Water Binmaley	
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
NONE		NONE

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. None	1. Coordinate with PAMANA Construction and Maintenance Supervisor and gather information on their accomplished job orders.	None	30 minutes	Patricia Apostol BIWAD
2. None	2. Fill up the Post Inspection and Monitoring Form (PIMF) and dispatched the same to the	None	30 minutes	Patricia Apostol BIWAD



	BIWAD Field Personnel.			
3 None	3. The BIWAD Field Personnel receives the PIMF for post-inspection for the day and proceed to the locations as indicated in the forms.	None	15 minutes	Michael G. Gutierrez Michael E. Bruan Russel Vincent F. Manaoisb
4. Witness the post-inspection and acknowledges the activity done and signs the Post-Inspection Monitoring Report Form.	4. Conducts the post-inspection by visual inspection and checking and indicate remarks if any and advise the concessioner to sign the Post-Inspection Monitoring Form.	None	15 minutes	Michael G. Gutierrez Michael E. Bruan Russel Vincent F. Manaois
TOTAL			1 hour and 1 minute	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Accomplish the CUSTOMER 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 BIWAD and PAMANA's email addresses: biwad_79@yahoo.com , pamana.binmaley@gmail.com or call at (075) 5400054; 5400057 and 5400058 or thru the FB page Binmaley Water District-CMU and Pamana Water-Binmaley.
How feedback is processed?	<p>Every end of the day, the Public Assistance Desk Officer opens the drop box, compiles 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 BIWAD or PAMANA 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 responds to the complaints or request in accordance with step-by-step procedure of a particular service availed of.
Contact Information	<p>ARTA: complaints@arta.gov.ph 1- ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) CSC: email@contactcenterngbayan.gov.ph BIWAD: (075) 5400058 0965-8452488(SMS); biwad_79@yahoo.com PAMANA: (075) 5400054, 5400057 0917-8072090(SMS); pamana.binmaley@gmail.com</p>



VII. List of Offices

Office	Address	Contact Information
Office of the General Manager – BIWAD	2 nd Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075)540-0057
Office of the Branch manager – PAMANA	1 st Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075)540-0054
Administrative & Finance Division - BIWAD	2 nd Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075)540-0057
Commercial Division - PAMANA	1 st Floor, Binmaley Water District Luna St., Binmaley, Pangasinan	(075)540-0054 0917-807-2090 0931-147-6488

Prepared by:

Tristan Junyll P. Manuel
Designated Cashier

Approved by:

LOUELLA A. CANO
General Manager



BINMALEY WATER DISTRICT PAMANA WATER-BINMALEY

Binmaley, Pangasinan



CUSTOMER FEEDBACK FORM

DATE AND TIME OF TRANSACTION:

Name of PAMANA/BIWAD Employee:

☐ In-Office Transaction

☐ Phone-in 540-0058

☐ Text 09658452488

☐ FB page Binmaley Water District-CMU
FB page PAMANA Water-Binmaley

TRANSACTION:

☐ New Service Connection

☐ Payment of waterbill

☐ Reconnection of water service

☐ Request for repair

☐ Transfer of Water Meter/service line

☐ Request for inspection
(High consumption, meter status)

☐ Change service line

☐ Change meter

☐ Others: (please specify):

COMMENTS/SUGGESTIONS:

In order for us to address your problem/concern, please fill-out this form completely.

Rest assured we will treat this with confidentiality.

SERVICE

YES NO

YES NO

☐ ☐ Fast Service

☐ ☐ Less processes

☐ ☐ Customer-friendly service

☐ ☐ Well organized/orderly procedures

PERSONNEL

YES NO

☐ ☐ Friendly, accommodating, smiling

☐ ☐ Responds/acts fast

☐ ☐ Tidy, neat, well-groomed

☐ ☐ Wearing ID card

☐ ☐ Wearing proper uniform

☐ ☐ Courteous/respectful

☐ ☐ Explains procedures/instructions well

OVERALL IMPRESSION OF OUR SERVICE

☐ SATISFIED

☐ DISSATISFIED

CUSTOMER'S DETAILS (Optional)

Name: _____

Address: _____

Contact No.: _____

Please drop this in the box near the Tellers' area. Thank you.