



Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: quezonwaterdistrict@yahoo.com



BAGONG PILIPINAS

NATIONWIDE FRONTLINE SERVICES INSPECTION FORM

(Based on Anti-Red Tape Authority Advisory No. 2025-01 for EODB Month 2025)

Agency/Office Name: QUEZON BUKIDNON WATER DISTRICT

Agency Address: Government Complex, Purok 2, Libertad, Quezon, Bukidnon

Date of Inspection: May 15, 2025

Time: 10:00 AM

I. Citizens' Charter Compliance

Indicator

Yes No

1. Citizens' Charter is prominently posted at entrance/conspicuous place. ☒ ☐

2. Citizens' Charter uploaded on the agency's official website. ☒ ☐

3. Contains updated steps, time, requirements, and fees. ☒ ☐

4. No outdated procedures or costs posted. ☒ ☐

Remarks: the Citizens' Charter is posted inside the office at the frontline lounge area. For better visibility and accessibility, it is recommended to relocate it to a more prominent area.

II. Compliance with Prescribed Processing Times

Indicator

Yes No

1. Clients' transactions completed within the Citizen's Charter processing times. ☒ ☐

2. No reports of unnecessary delays or repeated visits. ☒ ☐

Remarks: Based on the Client Interviews conducted on May 13-14, 2025, all transactions were completed within the Citizens' Charter prescribed processing times. No reports of unnecessary delays or repeated visits were gathered from clients.

III. Professionalism and Responsiveness of Frontline Personnel

Indicator

Yes No

1. Frontline staff wear IDs or nameplates. ☒ ☐

2. Staff are courteous, professional, and knowledgeable. ☒ ☐

Remarks: The district conducted an ID capturing activity on May 2, 2025, to replace old IDs and issue new ones to recently employed staff. During the Client Interview, staff were described as friendly, approachable, helpful, and professional, with no reports of fixers.



[Handwritten signatures and initials]



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IV. Public Assistance and Complaints Desk (PACD)

Indicator	Yes	No
1. PACD is present and visibly labelled.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Staffed by trained personnel responding to queries/complaints.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. PACD displays instructions for filing complaints.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: Staff attended Customer Service Training in July 2022 and received district policy and New Water Service Connection orientations after hiring to enhance client assistance.

V. Feedback Mechanism

Indicator	Yes	No
1. The Client Satisfaction Measurement (CSM) system is available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Feedback tools (forms, QR codes, kiosks) are available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: The CSM system is available and functional. Various feedback tools, including forms and QR codes, are accessible to clients to ensure their opinions are gathered effectively. For each service type, there is an assigned personnel to facilitate the survey.

VI. Queue Management and Service Area Organization

Indicator	Yes	No
1. Queue management system (manual or <u>digital</u>) is implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Signage on how to transact is available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Adequate waiting area with seating and ventilation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: A digital queue management system is in place, complemented by signage near the waiting area outside the office to guide clients on how to transact.

VII. Accessibility and Client-Friendliness

Indicator	Yes	No
1. Facility accessible to PWDs, seniors, and priority clients.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Priority lanes are available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The facility is clean, organized, and safe.	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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Remarks: The office is situated in the government complex, accessible to priority clients, with priority lane available at the kiosk. It is regularly cleaned and maintained using 5S (Sort, Set in order, Shine, Standardize, and Sustain).

VIII. Availability of Online/Digital Services

Indicator	Yes	No
1. Online application/services/inquiry are available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Digital channels are functional, updated, and accessible.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: Online payment options are available through GCash and Landbank LinkBiz Portal. Water consumers can send concerns via the QBWID official FB Page for easy communication.

IX. EODB Month Advocacy Materials Visibility

Indicator	Yes	No
1. "Bawal ang Red Tape" and EODB Month posters displayed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Posters are clean, presentable, and placed in high-traffic areas.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: The "Bawal ang Red Tape" poster and its QR Code are displayed at the office door, with brochures also available in the district's publication rack. The EODB Month poster is displayed in the waiting area.

X. Client Experience and Perception

- Number of Clients Interviewed: 6 (MAY 13-14, 2025)
- Common Feedback: Clients expressed satisfaction with the efficiency and friendliness of the QBWID personnel who attended to them for new connections, billing concern, and water bill payments. Most found the process clear and the waiting times reasonable.
- Noted Client Comments: ① It was clearly explained to me that inspection is needed for my billing concern - Mr. Magbago ② the personnel served clients fairly, with no fixing. - Ms. Buenaflor ③ I have not experienced any delays because senior citizens are given proper attention. - Ms. Nabio ④ the processes are clear and easy to understand. - Ms. Capangpangan ⑤ If I can't pay on time, I have no problem because I can easily pay thru GCash. - Ms. Jayme ⑥ I was able to finish the process quickly because the frontline staff helped me fill out the New water service Connection Application form. - Ms. Religro

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XI. Inspector's Summary

Overall Rating

☒ Compliant

☐ Partially Compliant

☐ Non-Compliant

Remarks

the agency exhibits full compliance with all assessed indicators.

Certification

We hereby certify that this inspection was conducted in accordance with the prescribed guidelines of the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2025-01 in relation to the Nationwide Frontline Service Inspection for the Ease of Doing Business (EODB) Month.

The observations, findings, and assessments recorded in this form are true and correct to the best of our knowledge and are based on the actual inspection conducted on-site.

Inspected by:

THEZA B. UMBAY

Corporate Accountant
CART Vice-Chairperson

WILGREG R. BORJA

Senior Engineer B
CART Member

CHERRY MAE G. CASTRO

Industrial Relations Management Officer B
CART Member

HANNA ROSE Y. MAGALLANES

Utilities/Customer Services Assistant C
CART Focal Person

JANICE MAY PORCADILLA-MAMPAWA

Industrial Relations Management Officer A
CART Member

EDGAR P. LAURON

Water Resources Facilities Tender B
CART Member

LEOMAR L. MAGALLANES

Storekeeper D
CART Member

BLECELLE MARIE C. MANATAD

Administration Services Assistant C
CART Secretariat

Confirmed by:

GINA A. BALAGULAN

Private Sector Client
Observer

Noted by:

RAFAEL H. FRANCISCO

General Manager
CART Chairperson

