



**GENERAL MARIANO ALVAREZ  
WATER DISTRICT  
(GMAWD)**

Citizen's Charter  
(Updated as of June 2020)



# GMAWD CITIZEN'S CHARTER HANDBOOK

The GMA Water District Citizens Charter was formulated in compliance to Republic Act 9485, otherwise known as “An Act to Improve the Efficient Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof” or the Anti-Red Tape Act of 2007. Section I, Rule IV of its Implementing Rules and Regulations (IRR) provides that all offices and agencies are enjoined to undertake on a continuing basis programs to promote customer satisfaction and improve service delivery, and other similar activities for officers and employees of frontline services.

RA 11032 otherwise known as “Ease of Doing Business and Efficient Government Service Delivery Act of 2018” has amended RA 9845. Unlike the ARTA (RA 9485) which focused only on frontline services, the EODB-EGSD (RA 11032) Act covers all government transactions and promises to reduce processing time of transactions and ease of doing business and overall competitiveness.

The GMAWD Citizen's Charter is a result of the active participation of the members of GMAWD Citizen's Charter Team (CCT). During the crafting, the CCT team reviewed the existing frontline service procedures and made enhancements thereof, in respect of GMAWD Standard Services, Accessibility, Information and Courtesy while providing related services to the clients and stakeholders.

The implementation of the GMAWD Citizen's Charter is beneficial to the District in particular and to the Public in general. It communicates the information on GMAWD services towards the clients and shall describe the step-by-step procedures for availing a particular service with a guaranteed high performance level that the customers may expect therefrom, thus, will result to competitiveness, improvement and ease of doing business in GMAWD.



## **I. Mandates**

General Mariano Alvarez Water District (GMAWD), a service-oriented and socially conscious public utility agency is legally mandated to provide clean and potable water in the Municipality of General Mariano Alvarez, Cavite pursuant to Presidential Decree (PD) 198 and other related laws of the government.

## **II. Vision**

“Malusog at Masaganang Mamamayan bunga ng maayos at maunlad na Patubig ng Bayan”

## **III. Mission**

“Tumugon sa Hamon ng Panahon sa Larangan ng Patubig sa Pinakamataas na Antas at Maging Huwaran ng Pantay, Makatao at Maka-kalikasang Paglilingkod sa Bayan ng General Mariano Alvarez, Cavite”

## **IV. Service Pledge**

Kaming mga Opisyal at mga Kawani ng GMA Water District ay nangangako sa pagbibigay ng Mahusay ng Serbisyo para sa Mamamayan ng General Mariano Alvarez, Cavite sa pamamagitan ng:

1. Serbisyong Matapat, Magalang at Mahusay;
2. Pagtugon sa mga hinihiling na Serbisyo ng mamamayan ng may agap at kagalakan;
3. Tuloy-tuloy na pagdaloy ng Tubig sa pamayanan dalawampu't apat na oras (24 hours) araw-araw; at
4. Paggawa sa mga programang makatutulong sa Kalikasan upang mapanatili ang malinis na daloy ng tubig na siyang buhay.

## **V. Core Values (CARE)**

Care by providing clean & potable water to the Citizens of GMA

Accessibility to information on customers and water issues

Reliability to the total quality of services rendered by GMAWD officials and employees.

Excellence in giving fast, efficient and globally standard customer services.

## **VI. Objectives (LINGKOD)**

Layuning Itaguyod Ng GMAWD ang Kakayahang magserbisyo 24 na Oras ng malinis at masaganang Daloy ng tubig.



## **1. GMAWD POLICIES**

### **1.1. METER REPLACEMENT**

Board Resolution No. 18-A s. 2003 approved the replacement of water meter aging 5 to 10 years up.

Meter replacement is one of the programs of work to reduce the District's non-revenue water (NRW).

### **1.2. METER TRANSFER**

Board Resolution No. 34 s. 1996 dated July 18, 1996 approved the cause of transfer of meter outside perimeter fence.

The policy aims to address the reduction of non-revenue water by transferring water meter from inside the perimeter fence of the consumers free of charge.

This will also hasten reform and rehabilitation works undertaken by the District to improve its service.

### **1.3. DISCONNECTION POLICY ON ARREARAGES (RESOLUTION. 26, S. 2019)**

Whereas, it was revealed that the long standing accounts or arrears hinder the financial operation of GMAWD towards its goal, hence, it is imperative to adopt the updated disconnection policy on arrears of the concessionaires;

Whereas, this sound collection policy will help GMAWD to expand its water services, improve water quality and ensure the provision of a reliable, secure and affordable supply of water to concessionaires;

Now therefore, after careful review and thorough study, the Board in collective motion;

Resolved as it is hereby resolved, to adopt the updated GMA Water District Disconnection Policy on Arrears of the concessionaires which promulgates that if water bills with one (1) month arrear remain unpaid after due date, the concessionaires' account shall be disconnected from GMAWD water provision services;

Resolved furthermore, that this new disconnection policy shall take effect on October 2019 billing to further disseminate this information to all the concessionaires for them to be properly informed about this matter.

### **1.4. 10% FINDER'S FEE**

As per BOD Resolution No. 46-92, a 10% finder's fee paid by owners of illegal connection is awarded to any person including water district personnel who can provide information and pinpoint illegal connections. This resolution was adopted to address high unaccounted water of the District.

### **1.5. GMAWD ORIENTATION**

Conducted every Friday, 10:00 am at GMAWD Annex Building this program aims to provide knowledge and information to service applicants regarding GMAWD policies, rules and regulation.



## **2. WATER RATES**

### **2.1. APPLYING FOR RE-CLASSIFICATION OF WATER RATES**

All concessionaires requesting for conversion of their water rates classification are required to secure approval for re-classification

### **2.2. REQUIREMENTS IN APPLYING FOR RE-CLASSIFICATION OF WATER RATES**

- Letter of request in the name of the concessionaire
- Special Power of Attorney, if concessionaire is other than the owner of the water service connection
- Location plan and/or vicinity map
- Proof that concessionaire is not under the category cited in the guidelines for water rates conversion

### **2.3. SCHEDULE OF WATER RATES**

<b>Rates</b>					
	<b>Minimum Charge</b>	<b>Commodity Charges</b>			
<b>Classification</b>	<b>0~10</b>	<b>11~20</b>	<b>21~30</b>	<b>31~40</b>	<b>41~ up</b>
Residential (1/2" water meter)	280.00	29.65	32.35	35.70	40.65
Government (3/4" water meter)	448.00	29.65	32.35	35.70	40.65
Commercial (1/2" water meter)	560.00	59.30	64.70	71.40	81.30
Semi-Commercial 1/2 A	490.00	51.85	56.60	62.45	71.10
Semi-Commercial 1/2 B	420.00	44.85	48.50	53.55	60.95
Semi-Commercial 1/2 C	350.00	37.05	40.40	44.60	50.80
Semi-Commercial 3/4 A	784.00	51.85	56.60	62.45	71.10
Semi-Commercial 3/4 B	672.00	44.85	48.50	53.55	60.95
Semi-Commercial 3/4 C	560.00	37.05	40.40	44.60	50.80
Industrial (3/4" water meter)	896.00	59.30	64.70	71.40	81.30



### 3. FORMS

#### WATER BILL & O.R

The image displays three GMAWD (Guthrie Municipal Water District) forms. On the left are two identical 'G.M.A. WATER O.R.' (Official Receipt) forms, each with a header section for account information and a table for itemized charges. In the center and on the right are two identical 'GMAWD WATER BILL' forms for the month of October 2009. These bills include account details, meter readings, and a breakdown of charges including basic service, meter rental, and usage charges. Each bill also features a barcode at the bottom.

#### APPLICATION FORMS

The image shows three application forms from GMAWD. The most prominent form is the 'PAMAMARAN NG PAGPAPALAT NG TUBIG' (Water Connection Application), which includes a cartoon illustration of a person working on a pipe. To its left are two other forms, one of which appears to be a 'Water Service Application' form with various checkboxes and fields for applicant information.

#### MAINTENANCE FORMS

The image displays three maintenance forms from GMAWD. On the left is a 'MAINTENANCE ORDER' form with fields for location, date, and description of work. In the center is a 'GENERAL MAINTENANCE ORDER' form, which includes a table for recording maintenance activities. On the right is an 'INSPECTION SLIP' form, which is a detailed checklist for inspecting various components of a water system, such as valves, pipes, and meters.

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## **4. LIST OF FRONTLINE SERVICES**

### **4.1. Water Services Connection**

The service aims to provide the convenience of time to citizens of GMA for the immediate availability of their water needs in their households. It will also reduce time-consuming activities in getting the basic need of man which is water.

### **4.2. Meter Reading, Billing & Collection**

Meter reading activity is done once a month. The meter reader goes to designated area/zone to read the water meter to determine the monthly consumption of concessionaires.

The statement of account is given to customer and shows the data on period coverage of billing, meter readings, consumption in cubic meters, amount of billed water, due date and disconnection date.

- Failure to receive a bill does not relieve concessionaire of obligation to pay
- Likewise, it does not forfeit the right of GMAWD to disconnect the water connection
- Error in billing should be brought immediately to the billing section for correction of entry, otherwise, it shall be deemed accurate
- The concessionaires should pay their water bills on or before due dates as indicated in their billing statements, otherwise, a 10% penalty shall be incurred. Penalty is based on the amount of current consumption.
- On-time payers are entitled to the monthly raffle drawn every end of the month. List of winners is posted in the bulletin board in GMAWD office, info text or GMAWD social media accounts. To claim the prize, the winner should bring/show the winning water bill receipt and valid ID.
- Pay only to the GMAWD collection office and to authorized tellers
- Always get your financial receipt and count your money or change before leaving the counter.
- Raffle coupons are claimed at the Help Desk Assistance Clerk after payment of water bills



## **5. APPLICATION FOR WATER SERVICE CONNECTION**

### **5.1. WORK FLOW PROCESS FOR THE NEW SERVICE APPLICANTS**

1. Bring Barangay Permit, Cedula, Valid ID & other needed documents.
2. Apply to the assigned clerk for new connection. Request a service contract and fill-out the complete details.
3. After filling up the form, go to the cashier to pay the installation and tapping in the amount of Php. 2,340.00 for residential or Php. 3,105.00 for commercial.
4. After paying the installation fee, wait for the inspector to check the materials & possible amount of materials that shall be used in installing the service line.
5. After the inspection, pay the specified amount of materials in the cashier. Get an Application form and sketch of your location for you to be able to get mayor's permit. Submit also a copy in the office.
6. Prepare the excavation of the tapping point at least one foot (1 ft.) depth for the pipe-laying of your Water Service Connection and wait for the plumber to install the pipes.





## 5.2. Assistance to Walk-in Clients

### APPLYING FOR WATER SERVICE CONNECTIONS

<b>Office or Division:</b>	Commercial Department
<b>Type of Transaction:</b>	Citizen to Government
<b>Who may avail:</b>	General Mariano Alvarez, Cavite residents

### CHECKLIST OF REQUIREMENTS

#### NEW APPLICATION (Residential Account)

Barangay permit	Waiver (if not owner of property)
Special Power to the Attorney (if Representative)	Contract of lease (if renter)
Photocopy of Valid ID	Filled-up service contract application
Photocopy of Land Title/Tax Declaration	Sub-connection form authorization (if tapping line is owned by private individual)
Photocopy of House/Building Permit	Mayor's permit / Excavation permit

#### NEW APPLICATION (For Corporation/Company)

Copy of Board Resolution / Secretary's Certificate	Photocopy of lease contract
Filled up service contract	

#### FOR TRANSFER OF WATER METER / RE-OPENING OF PERMANENTLY INACTIVE CONNECTIONS

Bill of previous connection	Sketch of location
Filled-up service contract	

#### CHANGE ACCOUNT NAME (if consumer is already dead)

Photocopy of death certificate of the deceased consumer	Photocopy of valid ID/cedula of new customer
Filled-up service contract	

#### CHANGE ACCOUNT NAME (if newly acquired/purchased property)

Deed of assignment form (duly notarized)	Photocopy of Absolute Deed of Sale/Lot title
Photocopy of ID/cedula	Affidavit of undertaking & waiver

#### CHANGE ACCOUNT NAME (for Corporation/Company)

Deed of Assignment form (duly notarized)	Copy of Board Resolution / Secretary's Certificate
Photocopy of valid ID/cedula of new customer	



***How to avail:***

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Inquire requirements on water service application	Provides list of requirements		10 Minutes	Customer Service Clerk
Complete the entire necessary requirements			1 Day	
Secure and fill-up application form	Provides application form		10 minutes	Customer Service Clerk
Go back to the customer service, present filled up application form together with all the requirements	Checks the application form and the requirements		5 minutes	Customer Service Clerk
Pay installation and tapping fee to cashier	Issues Official Receipt (OR)	2,340.00	5 minutes	Cashier
Avail service inspector for site inspection to estimate cost of materials	An inspection will be conducted as to where the location of the house of the applicant, the nearest water source or mainline for the service line tapping.		1 day	Service Inspector
Go back to the GMAWD office for payment of materials after inspection	Issues Official Receipt (OR)	Based on the inspection	5 minutes	Cashier
Secures Mayor's Permit			LGU set time	GMA-LGU
Received delivery of materials and prepare excavation at least 1 ft. deep (P.E. or G.I. pipes) for pipe laying	Delivers materials to the applicant's location of the proposed water service installation.		1 day	Delivery Team
Avail installation of the proposed water service connection	Installs the proposed water service connection		1 day	Plumbers
= End of Transaction =				



## 6. FEES AND CHARGES

### 6.1. Application Fees (Effective July 3, 2006)

SERVICES	FEES
a. Installation & tapping fees for new connection	
1. Residential	<i>Php.</i> 2,340.00
2. Commercial	3,105.00
b. Registration Fee/Transfer of Account Name	170.00
c. Reconnection Fee (upon disconnection)	150.00
d. Reconnection Fee (after 30 days onwards)	300.00
e. Jetting across the road	1,200.00
f. Concrete cutting with restoration (6 meters)	1,500.00
g. Excavation mainline (optional)	500.00
h. Service Connection Transfer	480.00
i. Meter Calibration	170.00
j. Meter Transfer	170.00

#### **\*\*Water meter included**

- Applicable only to house renovation, road widening or gate repair/renovation.
- Reconnection of a closed service connection shall take effect after paying the outstanding obligations and the corresponding reconnection charges.
- Materials, excavation and backfilling are not included in installation and tapping fees. All materials shall be supplied by GMAWD subject to reimbursement by the concessionaires.

### 6.2. Queue Payment System

<b>Office or Division:</b>	Commercial Department			
<b>Type of Transaction:</b>	Citizen to Government			
<b>Who may avail:</b>	General Mariano Alvarez, Cavite residents			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Get a number from Queue system	The assigned personnel will give transaction number to the customer		a second	Security guard / Customer Clerk
When the number was called, go to the collection window and pay water bill	Issues official receipt upon payment	Based on water bill	5-10 minutes	Teller
= End of Transaction =				



**7. MGA URI NG PAGLABAG AT KAUKULANG MULTA SA ILALIM NG PD  
198 (AS AMENDED BY PD 768, SEC. 32 )**  
**“PROTECTION AND FACILITIES OF THE DISTRICT”**

<b>VIOLATION</b>	<b>DESCRIPTION</b>	<b>CHARGES</b>
1. Illegal Connection	Pagkakabit ng tubig ng walang pahintulot sa pamunuan ng Water District	6,000.00
2. By-Pass Connection	Paglalagay ng koneksyon na hindi nakarehistro ang konsumo ng tubig sa metro	6,000.00
3. Water Meter Tampering	Paggalaw sa metro o paglalagay ng anumang bagay na magpapabagal sa rehistro ng tubig	6,000.00
4. Flying Connection	Paglalagay ng hose patungo sa kapitbahay	2,000.00
5. Illegal Reconnection	Pag-aalis o pagtatanggal ng kandado o plug habang ito ay naputulan	2,000.00
6. Unauthorized transfer of water meter or service line	Paglilipat ng metro o linya ng tubig ng walang kaukulang permiso sa Water District	2,000.00



## **8. PLUMBING AND WATER DISTRIBUTION SERVICES**

### **ATTENDING TO ALL GMAWD ENGINEERING OPERATIONS SERVICES:**

These are actions being performed by the Maintenance workforce & Production crews in response to the operation services requested by the clients thru Commercial Customer Service Section.

Ensures prompt, efficient & reliable delivery of basic services of GMAWD to concessionaires.

#### **8.1. Maintenance plumbing service requests**

These are the plumbing works rendered by the Maintenance Section in compliance to the reports of concessionaires or concerned citizens. This may involve repairs, installations, reconnections, pipe laying, and other plumbing related works and functions.

GMAWD respond to concessionaires need or request for repair works and provide skilled professional personnel to accomplish task.

1. Installation for Newly Applied Service Connections
2. Reconnections of GMAWD connection that has been inactive
3. Disconnection on water services of unsettled water bill accounts and those delinquent concessionaires
4. Expansion line projects/requests
5. Leakages repairs:
  - a. Service line leakages
  - b. Distribution and mainline leakages
6. Inspection and estimation of materials needed for new installation
7. Assessment of concessionaire's feedback on the rendered services
8. Concessionaire's request
9. Water meter efficiency and accuracy check up
10. Water meter repairs & replacements
11. GMAWD site development projects
12. Restoration of GMAWD maintenance workforce accomplishment



## MAINTENANCE PLUMBING AND SERVICE REQUESTS

<b>Office or Division:</b>	Engineering Department (Maintenance Division)			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	General Mariano Alvarez Water District Concessionaires			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
1. Installation for Newly Applied Service Connections a. Series/tapping & install standard service line connection b. Service line connections with pipes (with threading of G.I. pipes) c. Service line connection with jetting/concrete cutting across the road	Delivery of materials & fittings		in 2 hours  30 minutes - 1 hour  2 hours - 3 hours  approx. 6 hours	Maintenance delivery crew  Maintenance workforce
2. Reconnections on GMAWD connection that has been inactive	Unlocking of the lock head valve / removal of plug		5 minutes	Maintenance workforce
3. Disconnection on water services of unsettled water bill accounts and those delinquent concessionaires	- Locking of the lock head valve - Excavation for the service line tapping point - Disconnection on its tapping - Backfilling & clearing works		2 minutes  30 minutes  1 hour  30 minutes	Maintenance workforce
4. Expansion line projects / Projects a Per pipe	- Pipe laying services -Installation of mechanical fittings		3 minutes  2 hours	Maintenance workforce
5. Leakages Repairs: a. Service line leakages	Inspection on the said leakage occurrence		1 minute	Maintenance workforce
a-1 Replacements on some dilapidated service line fittings	Repair/replacements		30 -45 minutes	Maintenance workforce



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
6. Inspection and estimation of materials needed for new installation	-Ocular inspection on the applicant/client - Informing the client about the materials and fittings to be used for said service connection		10 minutes  5 minutes	Inspector/ Maintenance workforce
7. Assessment of concessionaire's feedback on the rendered services	Site inspection on the accomplished maintenance service works		10 minutes	Supervisor / Foreman
8. Concessionaire's request	- Ocular inspection - Provide services for customer's requests		3 minutes  30 minutes - 1 hour	Supervisor / Foreman Maintenance Foreman
9. Water meter efficiency and accuracy check up	On site checking & testing of meter efficiency		30-45 minutes	Water Meter Technician
10. Water meter repairs & replacements	Repair/replacement of defective meter		20-30 minutes	
11. GMAWD site development projects	Perform necessary & appropriate labor		10 minutes	Supervisor / Foreman
12. Restoration on GMAWD maintenance workforce accomplishment	Clearing operation works		1 hour	Maintenance workforce
= End of Transaction =				



## 8.2. PRODUCTION AND WATER DISTRIBUTION SERVICES

### Production and Water Distribution Services

These are the functions performed by the crews of Production Division in relation to proper water distribution and sufficient water production. This may involve activities that would respond to the client's complaints.

#### Enable GMAWD to provide sufficient, continuous & safe water supply.

1. Inspection and check up on GMAWD supply.
2. Water distribution check-up for concessionaire's satisfaction on water supply.
3. Monitoring of water quality safeness and potability.
4. Serves a 24-hour duty for pumping operation services.
5. Maintenance and cleanliness of pumping stations for the GMAWD public image.

#### How to avail:

<b>Office or Division:</b>	Engineering Department (Production Division)			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	General Mariano Alvarez Water District Concessionaires			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Official Job Order request form thru Commercial Division Customer Service for the execution of the Engineering services	Forwarded Customer service's complete "Maintenance / Job order forms" to the Engineering services			
Inspection and check up on GMAWD supply	Regular facilities & resources check		every 2 hours	Pump Operators
Concessionaire's satisfaction on water supply	House to house survey		in 3 hours	Pump Operators





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Water quality safeness and potability	Ocular inspection		10 minutes	Pump Operator/Lab Technician Laboratory Technician
	Residual testing		10 minutes/ sample	
	Bacteriological test (distribution area)		1 hour/sample	
	Physical & chemical tests of water samples from all pumping stations		1 hour/sample	Lab Technician
Receive 24 hours duty	Monitoring & proper		24 hours	Pump Operators
for pumping operation services	pumping operations			Pump Operators
Proper maintenance and cleanliness of pumping stations for the GMAWD public image	Cleaning & site development operations		1 hour/1day	
= End of Transaction =				



## **9. Complaints, Service Request & Inquiries**

GMAWD is accepting complaints & service requests by filling up the feedback and redress form available at the Help Assistant Desk, 1st floor main building and at information desk, 2nd floor, Annex building.

Suggestion box is also available at the collection areas of GMAWD main building. Drop your suggestion, information of illegal activities with complete data and sketch or other important information that is essential for the improvement of our water service.

### **9.1. Attending Complaints thru walking-in**

<b>Office or Division:</b>	GMAWD Office			
<b>Type of Transaction:</b>	Citizen to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Concessionaires			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
Complaints - Misconducts of operations Personnel's during duty and non-duty	Received reports and concerns and to have its further action		2-3 minutes	Engineering personnel
Receive response on the concern request or complaint	Verify the requested Maintenance or Operations services to the section concerned for confirmation on what or when or how to be acted upon immediately		2-3 minutes	Engineering personnel
	Concerned section or operations crew to attend and act-upon on the concern report and complaints		1-2 hours	Maintenance Division and/or Production Division
= End of Transaction =				



## 9.2. Attending Complaints thru phone call

<b>Office or Division:</b>	GMAWD Office			
<b>Type of Transaction:</b>	Citizen to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Concessionaires			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Make a call at GMAWD and give the details of inquiries/ complaints	Get the complete information from the client including name, area, and nature of complaints		5 minutes	Customer Service Clerk
	Refer to the concerned division / department		5 minutes	Customer Service Clerk
	Respond on the complaints for satisfaction of the client/or informant			Concerned Employee/ Department
= End of Transaction =				

## 9.3. Attending Complaints thru text messaging or e-mail

<b>Office or Division:</b>	GMAWD Office			
<b>Type of Transaction:</b>	Citizen to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Concessionaires			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Text or call at GMAWD and give the details of inquiries/ complaints	Get the complete information from the client including name, area, and nature of complaints		5 minutes	Customer Service Clerk
	Refer to the concerned division/department		5 minutes	Customer Service clerk
	Respond on the complaints for satisfaction of the client or informant			Customer Service Clerk
= End of Transaction =				



## **10. PROMOTION**

### **SENIOR CITIZEN 5% UTILITY DISCOUNT**

RA 9994 Art. 12, Sec.1 provides the grant of 5% water utility discount to senior citizens provided they meet and submit the following requirements: that the monthly consumption does not exceed thirty cubic meters (30 cu.m.); and that the privilege is granted per household regardless of the number of senior citizens residing therein. There shall be annual renewal of application to the utility provider.

Office or Division:	Commercial Department			
Type of Transaction:	Citizen to Government			
Who may avail:	General Mariano Alvarez, Cavite residents (Senior Citizen)			
CHECKLIST OF REQUIREMENTS				
Proof of age and citizenship (Senior ID and photocopy)		Proof of Lot ownership (photocopy)		
Proof of billing (member registration should be in the name of the senior citizen for the period of one year)		Authorization Letter (only if the Senior Citizen is not capable to apply)		
Proof of Residence				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Inquire requirements on Senior Citizen Water Bill Discount	The Clerk will give list of requirement		10 minute	Customer Service Clerk
Complete the entire necessary requirements			Half day or 1 day	
Go back to Customer Service Clerk and submit the completed requirements	Checks the requirement and encode customer data and capture image thru pc camera (1x1 picture if representative)		15-30minutes	Customer Service Clerk
	ID printing for Senior Citizen Customer with laminate		15-30 minutes	Customer Service Clerk
= End of Transaction =				



### GMAWD MONTHLY RAFFLE:

<b>Office or Division:</b>	Collection Area / PACD			
<b>Type of Transaction:</b>	Citizen to Government			
<b>Who may avail:</b>	GMAWD Concessionaires on-time payers(no penalty)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Pay water bill on or before due date of payment	Issues official receipt upon payment		5 minutes	Teller
Claim coupons upon payment on or before due date and fill it up (if no penalty)	Issues raffle coupon		5 minutes	PACD Clerk
Fill up coupon(s) and drop in drop box.				
= End of Transaction =				



## **1. ADMINISTRATIVE DIVISION**

### **1.1. Procurement Control Procedure (Small Value Procurement)**

<b>Office or Division:</b>	Administrative Division			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Personnel			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
<i>Issuance of Petty Cash</i>				
Shall request for purchase of needed items/materials less than or equal to Php 1,500.00	Fill up purchase request slip		1 minute	Division head / Admin staff
	Approve the request		5 minutes	General Manager
Sign on the purchase request slip	Issuance of cash to the requester		1 minute	Admin staff
<i>Liquidation of the issued cash</i>			1-2 days	
Shall submit the receipt of the purchased item together with the change if there is	Check the receipts (Official Receipt, Reimbursement Expenses Receipt, Reimbursement Form & Acknowledgement Receipt)		5 minutes	Admin staff
Shall sign issued petty cash voucher	Prepare petty cash vouchers to be signed by the requester		5 minutes	Admin staff
	By the petty cash custodian		5 minutes	Admin staff
	By the General Manager		10 minutes	Admin staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Petty Cash Summarization</i>				
The admin staff summarize all prepared petty cash vouchers when it reaches 80% of Php. 30,000.00 and prepare petty cash register	Shall approve and sign the petty cash register		2 days	Petty Cash Custodian  Division Head  General Manager
The staff shall submit the petty cash register with all prepared vouchers to Finance Division				
= End of Transaction =				



## **2. HUMAN RESOURCE DIVISION**

### **2.1 . Handling Request of HR Documents**

<b>Office or Division:</b>	Human Resource Division (HRD)			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Personnel			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
Accomplish Request Form	Distribute Request Form		2-3 minutes	HR personnel
	HR Personnel shall forward the request form to GM for approval		Immediately approved	General Manager
	Shall prepare all the requested documents		5-6 minutes	HR personnel
	Shall forward the requested documents to GM for approval		Immediately approved	General Manager
Receive all the requested documents from HR	Shall give the approved requested documents up receive		3-4 minutes	HR Personnel
= End of Transaction =				

### **2.2. Leave Application**

<b>Office or Division:</b>	Human Resource Division (HRD)			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Personnel			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
Request Leave Form	Issue leave form		1-2 minutes	HR personnel
Filling up of leave form and submit to Division Head for approval			4-5 minutes	Concerned employee
			Immediate approval	Division Head
Submit back the leave	Check the details		2-3 minutes	HR personnel





form to HR	of the application form			
	Record and compute necessary data		5-6 minutes	Leave Administrator / HR Personnel
	Input the date and leave balances		3-4 minutes	Leave Administrator / HR Personnel
	Affix signature to certify the leave application		1-2 minutes	HRD Immediate Head / Supervisor
	Submit the application to GM for approval		Immediately approved	General Manager
	Input the date of leave to DTR system		2-3 minutes	Time Keeper
Receive the copy of approved leave application form	Document the approved file and distribute the copy to the owner		1-2 minutes	HR personnel
= End of Transaction =				



### **3. FINANCE DIVISION**

#### **3.1 . Approval of the availability of fund**

<b>Office or Division:</b>	Finance Division			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Personnel			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON IN-CHARGE</b>
Shall fill-out request form to proceed with the budget approval procedure			5 minutes	Requesting Department
Forward the documents ( <i>requiring for payment / disbursement</i> ) for checking and verification, together with the budget request form to the Budget Officer for the approval of fund availability	Receive the budget request form		5 minutes	Budget Officer
	Shall check the budget monitoring file for the requested budget account of there are enough funds to cover the requested amount		5 minutes	Budget Office
	Shall prepare and issue budget utilization request to the requesting department after checking the availability of funds		2 minutes	Budget Officer
	Shall update the budget monitoring file after the budget utilization request is given to the requesting department			Budget Officer
= End of Transaction =				



### 3.2. Check Disbursement

<b>Office or Division:</b>	Finance Division			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	General Mariano Alvarez Water District Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
Request for check disbursement	Shall verify all the supporting documents needed before the payment process begins			Accounting Staff
	Shall prepare the Journal Entry Voucher of the transaction occur to reflect on the books of accounts		5 minutes	Accounting Staff
	Shall prepare the disbursement voucher, attach the supporting documents and all other required file for authentication		10 minutes	Accounting Staff
	Shall record the disbursement voucher details on logbook for future references		5 minutes	Accounting Staff
	Shall forward the disbursement voucher and all the attached documents to the OIC of Finance Division for further review and approval		5 minutes	Accounting Staff Finance Head
	Shall verify all the supporting documents attached to the disbursement vouchers and approve the payment transaction		5 minutes	Accounting Staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	Shall prepare the check for payment based on the disbursement voucher details		3 minutes	Cashier
	Record the check details on the check book and forward the disbursement vouchers and supporting documents with check to the OIC-Finance Division		2 minutes	Cashier
	Shall validate the check details and input on the disbursement voucher before forwarding to the signatories		2 minutes	OIC Finance Division
	Shall forward the disbursement voucher attached with checks to the authorized signatories for signing and checking		5 minutes	OIC Finance Division
	Issue the signed/approved check with the attached disbursement voucher to the cashier for releasing		2 minutes	OIC Finance Division
	Issue the signed/approved check to the requesting individual to whom GMAWD is obliged to pay		3 minutes	Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
	Shall record the date, number, payee, amount and date of release on the Check Disbursement Logbook after the check is issued to the requesting person		3 minutes	Cashier
	Shall return the disbursement voucher attaching the official receipts and other accounting forms signed by the collector / requesting person to the Finance Division for document filing.		3 minutes	Cashier
= End of Transaction =				



## Feedback and Redress Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback / complaint?	<p>Request a feedback &amp; complaint form from PACD and fill up details then submit back to the PACD Personnel</p> <p>To send in your requests, reports on leaks or illegal connections via text:</p> <p>Type <b>GMAWD&lt;space&gt;services&lt;space&gt;message</b> and send to <b>2786</b> for Sun subscribers and <b>0922-999-2786</b> for other networks</p>
How feedbacks / complaints are processed?	<p>Every end of the month, the feedbacks/complaints is being reviewed.</p> <p>Feedback requiring answers are forwarded to the relevant offices and required to answer as soon as possible upon the receipt of feedback.</p> <p>Regarding complaints, the officer in charge will conduct a further investigation about a certain complaint and forward it to the relevant offices/individual. The officer will create a report about the complaint and submit to the Head of Office.</p> <p>The answers from relevant offices/individual will be reported to the concerned concessionaire/s.</p>
Contact Information of GMAWD Office	<p>GMAWD Main Office:</p> <ul style="list-style-type: none"> <li>* GM's office – (046) 460 4645</li> <li>* Commercial Department – (046) 460 4176</li> </ul> <p>GMAWD Website: <a href="http://www.gmawaterdistrict.com">www.gmawaterdistrict.com</a></p> <p>GMAWD E-mail address: <a href="mailto:gmawaterdistrict@yahoo.co.in">gmawaterdistrict@yahoo.co.in</a></p> <p>GMAWD Facebook: <a href="https://www.facebook.com/gmawd.gmacavite">https://www.facebook.com/gmawd.gmacavite</a></p>



GENERAL MARIANO ALVAREZ WATER DISTRICT

General Mariano Alvarez, Cavite

**FEEDBACK / COMPLAINT FORM**

NAME (Pangalan) \_\_\_\_\_

ADDRESS (Tirahan) \_\_\_\_\_

TEL. \_\_\_\_\_

NOS. (Telepono) \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

OFFICE TRANSACTED BUSINESS WITH? (Opisinang binisita) \_\_\_\_\_

WHAT IS YOUR COMMENT? (Ano po ang inyong papuri o reklamo?) \_\_\_\_\_

WHAT IS YOUR COMMENT" (Ano po ang inyong papuri o reklamo?) \_\_\_\_\_

WHAT WOULD YOU LIKE US TO DO? (Ano po ang gusto ninyong gawin namin?) \_\_\_\_\_

SIGNATURE (Lagda) \_\_\_\_\_

DATE (Petsa) \_\_\_\_\_

WOULD YOU LIKE A WRITTEN REPLY? (Nais po ba ninyo ng sagot na nakasulat?)	YES	NO
	OO	HINDI