



GENERAL MARIANO ALVAREZ WATER DISTRICT

CITIZEN'S CHARTER

towards effective and efficient public service delivery

LWUA CCC No. 393
Block 4, Lot 1, Congressional Road
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GMAWD CITIZEN'S CHARTER HANDBOOK

The General Mariano Alvarez Water District (GMAWD) Citizens Charter was formulated in compliance with the 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 the RA 9485. 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 the 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

The General Mariano Alvarez Water District (GMAWD) is a Government-Owned and Controlled Corporation (GOCC) created by virtue of Presidential Decree (PD) 198, also known as the Provincial Water Utilities Act of 1973, and by Sangguniang Bayan No. 30-88 dated May 24, 1988 and was issued Conditional Certificate of Conformance No. 393 by the Local Water Utilities Administration (LWUA) on April 14, 1989 is mandated to:

- (a) 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 GMAWD;
- (b) Providing, maintaining and operating waste-water collection, treatment and disposal facilities, and
- (c) 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

GENERAL MARIANO ALVAREZ WATER DISTRICT, a committed to serve and globally competitive public utility in the Historic Province of Cavite recognized for providing clean, potable, reliable, safe, and sustainable water in General Mariano Alvarez, Cavite, demonstrating devotion to environmental, sanitation and water stewardship for the well-being of present and future generations.

III. **Mission**

GENERAL MARIANO ALVAREZ WATER DISTRICT shall deliver world class and high-quality water services that meet the needs for safe and sustainable water of the Municipality of General Mariano Alvarez, Cavite and other interested parties in a consistent, cost-effective and environmentally conscious manner, prompting water conservation, sanitation and environmental protection and maintaining the highest standards and exceptional public service delivery by professional and competent civil servants of the District.

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 (WATER)**

Willingness

We are more than willing to perform our duties and responsibilities with transparency and honesty to creatively think and adopt practices to continually enhance our service delivery and resource management.

Accountability

We take our responsibility as a government entity and caretaker of our water resources extremely, working diligently to manage and protect these critical assets.

Teamwork

We value the power of collaboration and actively seek opportunities to work as a team and to partner with other entities and the community to achieve our mission and vision.

Excellence

We, in GMAWD, are dedicated to delivering high-quality water services and consistently improving our processes in timely and prompt manner to ensure best results for our community.

Respect

As public servants, we respect our environment, concessionaires, community partners, and each other that foster an inclusive and supportive workplace culture.

VI. **Objectives (SERVANT)**

Sustaining effective service delivery towards the public that

Enables General Mariano Alvarez Water District to

Render Twenty-Four hours of

Vigorous, clean, sustainable potable and

Abundant supply of water

Necessary for the youngest yet progressive

Town of General Mariano Alvarez, Cavite.

INTERGRATED QUALITY, ENVIRONMENTAL, HEALTH AND SAFETY POLICY

GENERAL MARIANO ALVAREZ WATER DISTRICT, a service-oriented and socially conscious public utility agency, professionally managed by highly motivated workforce, define quality as conformance to our customer's needs, both internal and external, and conformance to all quality parameters required by international and statutory standards.

With this in mind, we strive to be a positive force in the water industry while providing professional and ethical water management services with a total commitment to maximum customer satisfaction.

In order to achieve this goal, we think and act as a team to give our customers the best service that we can give. Towards this end, we commit:

- a.** To meet, if not exceed the standards set by the Philippine National Standard for Drinking Water (PNSDW).
- b.** To communicate our quality policy with our customers, and all other interested parties and encourage our employees to embrace quality as their personal commitment to GENERAL MARIANO ALVAREZ WATER DISTRICT.
- c.** To identify areas for continual improvement by conducting a regular review of the Integrated QEHS and subjecting the performance of GENERAL MARIANO ALVAREZ WATER DISTRICT to regular internal audit.
- d.** To comply with the requirements provided under the provisions of RA 9275 of the Clean Water Act of 2004 and the Supreme Court Mandamus of 2008 and other environmental laws ensuring environmental protection and proper management of waste and waste water disposal and sanitation.
- e.** To adopt digital and technological innovations in coping up with the fast-changing business processes, modern equipment facilities as well as personnel advancement and competitiveness.
- f.** To hasten preparedness in times of natural and man-made adversities; reduce the effects of these calamities to water system facilities; and manage the risks of water supply shortage, interruptions and water quality.
- g.** To prevent pollution on land, water and air.
- h.** To comply with the guidelines on environmental, health and safety (EHS) standards for GMAWD employees and workplace required by implementing government agencies.

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EXTERNAL SERVICE



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 once a week 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

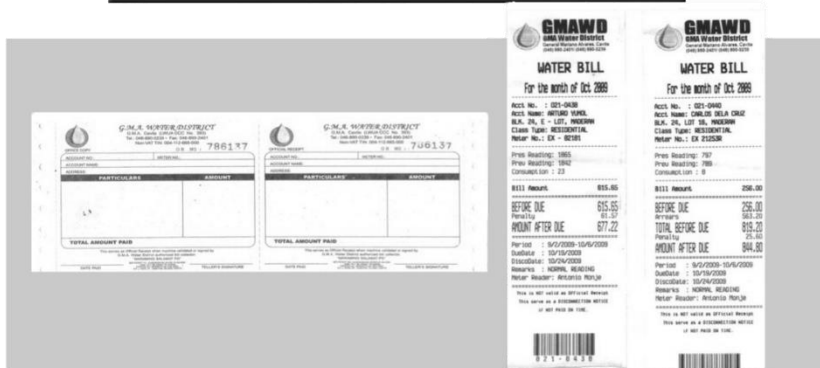
- Letter of request in the name of the concessionaire
- Special Power of Attorney, if concessionaire is other than the owner of the water service connection
- Location plan and/or vicinity map
- Proof that concessionaire is not under the category cited in the guidelines for water rates conversion

2.3. SCHEDULE OF WATER RATES

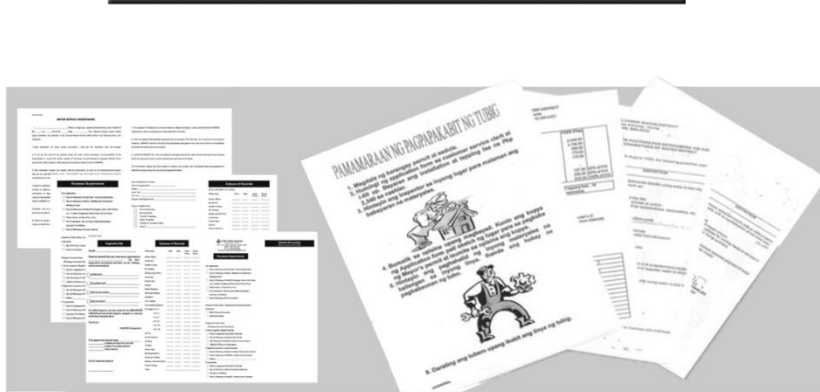
Rates					
	Minimum Charge	Commodity Charges			
Classification	0~10	11~20	21~30	31~40	41~ up
Residential (1/2" water meter)	280.00	29.65	32.35	35.70	40.65
Government (3/4" water meter)	448.00	29.65	32.35	35.70	40.65
Commercial (1/2" water meter)	560.00	59.30	64.70	71.40	81.30
Semi-Commercial 1/2 A	490.00	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

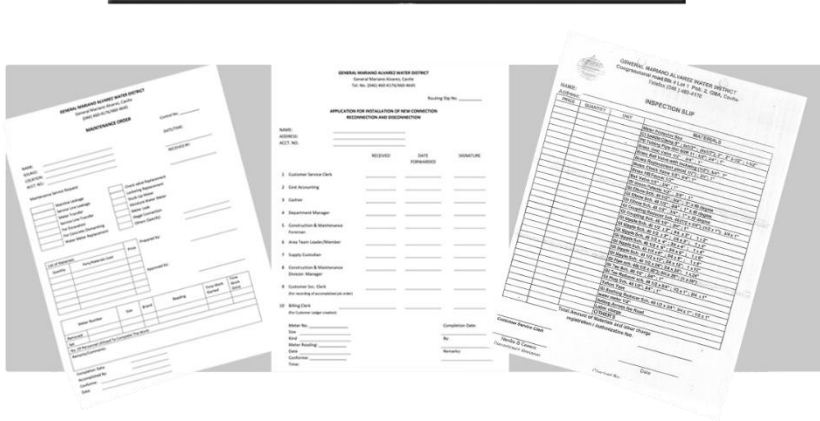
WATER BILL & O.R



APPLICATION FORMS



MAINTENANCE FORMS



**G
M
A
W
D

F
O
R
M
S**

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. 3,300.00 (Tapping Fee) and 560.00 (Guaranteed Deposit) for residential or Php. 4,300.00 (Tapping Fee) and 560.00 (Guaranteed Deposit) 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 the 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

Office or Division:	Commercial Department
Type of Transaction:	Citizen to Government
Who may avail:	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
Cedula	

NEW APPLICATION (For Corporation/Company)	
Copy of Board Resolution / Secretary's Certificate	Photocopy of lease contact
Filled up service contract	Business Permit
Cedula	

FOR TRANSFER OF WATER METER / RE-OPENING OF PERMANENTLY INACTIVE CONNECTIONS	
Bill of previous connection	Sketch of location
Filled-up service contract	Cedula

CHANGE ACCOUNT NAME (if consumer is already dead)	
Photocopy of death certificate of the deceased consumer	Photocopy of valid ID
Filled-up service contract	Photocopy of Land Title
Cedula of new customer	

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	Affidavit of undertaking & waiver
Cedula	

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	Business Permit
Cedula	

How to avail:

CLIENT STEPS	AGENCY ACTIONS	FEEES 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 plus the guaranteed deposit to cashier	Issues Official Receipt (OR)	3,300.00 + 560.00 for Residential 4,300.00 + 1,120.00 for Commercial	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.		30 minutes – 1 hour	Service Inspector
Go back to the GMAWD office for payment of materials after inspection Secures Mayor's Permit	Issues Official Receipt (OR)	Based on the inspection	5 minutes	Cashier 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	<i>Php.</i>	
1. Residential		$3,300.00 + 560.00 = 3,860.00$
2. Commercial		$4,300.00 + 1,120.00 = 5,420.00$
b. Registration Fee/Transfer of Account Name		250.00
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 main line (optional)		500.00
h. Service Connection Transfer		596.00
i. Meter Calibration		250.00
j. Meter Transfer		250.00

**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

Office or Division:	Commercial Department			
Type of Transaction:	Citizen to Government			
Who may avail:	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 =				

**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”

VIOLATION	DESCRIPTION	FINES
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

Ipagbigay alam sa pamunuan ng GMAWD kung may matuklasan na ganitong paglabag.

Tumawag sa telepono bilang 460-4645 at 460-4176 o mag report sa ating website:

<https://gmawaterdistrict.gov.ph/contact-us/report>

**May pabuyang matatanggap ang makakapagturo sa mga ganitong paglabag alisunod sa
GMAWD BOD Resolution No. 46-92,**

**Ito ay naglalayon na masolusyonan ang mataas na konsumo ng tubig na hindi nabilang at
ang mga pagnanakaw ng tubig.**

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

Office or Division:	Engineering Department (Maintenance Division)			
Type of Transaction:	Government to Citizen			
Who may avail:	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		40 minutes	Maintenance delivery crew
			30 minutes - 1 hour	Maintenance workforce
			2 hours - 3 hours	
			approx. 3 – 4 hours (depends on the soil category or workplace environment)	
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	<ul style="list-style-type: none"> - Locking of the lock head valve - Excavation for the service line tapping point - Disconnection on its tapping - Backfilling & clearing works 		2 minutes	Maintenance workforce
			30 minutes	
			1 hour	
			30 minutes	
4. Expansion line requests / Projects	Excavation & Pipe laying works Installation of necessary interconnection valves and fittings / Testing & Commissioning / Clearing and Demobilization		1 week - 3 weeks (depends on the length of the project)	Maintenance Division workforce assigned in the Zone/Area
			2 hours	
5. Leakages Repairs: a. Service connection / line leakages b. Replacements on dilapidated service line fittings c. Main line leakages d. Phone-in reported requested	<ul style="list-style-type: none"> a. Check status of the extent of damage of the leakage occurrence for proper repair works. b. Hauling of necessary fittings needed. c. Conduct the appropriate repair works. d. Testing and Commissioning. e. Clearing and Demobilization. 	Php 200.00 Standard Service Fee	10 - 30 minutes	Maintenance Division workforce assigned in the Zone/Area
			5 - 10 minutes	
			30 minutes – 40 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
6. Survey, inspection and estimate of necessary materials needed for new connection installation	Ocular inspection on the applicant/ client about the materials and fittings to be used for said service connection.		10 minutes	Surveyor/Inspector Maintenance Division workforce team leader assigned in the Zone/Area
7. Service Connection Transfer / Meter Transfer	Site inspection and conduct necessary transfer works depending on the concessionaire's transfer request		30 minutes – 40 minutes	Maintenance Division workforce assigned in the Zone/Area
8. Assessment of concessionaire's feedback on the rendered services	Site inspection on the accomplished maintenance service works		10 minutes	Safety officer Supervisor/ Foreman
9. Concessionaire's checking & inspection requests and verification on reports & complaints on their piping system	Ocular inspection Provide proper services for customer's requests		3 minutes 30 minutes - 1 hour	Maintenance Division workforce assigned in the Zone/Area
10. Water meter efficiency and accuracy check up	On site checking & testing of meter efficiency		20-30 minutes	Water Meter Maintenance workforce
11. Water meter repairs & replacements	Repair/replacement of defective meter		10-20 minutes	Water Meter Maintenance workforce
12. GMAWD site development projects	Perform necessary & appropriate labor		Depends on the scope of works	Supervisor / Foreman
13. Restoration on GMAWD maintenance workforce accomplishment workforce accomplishment	Compaction, concreting and clearing of damaged worksite during repair works		1 hour	Maintenance Division workforce assigned in the Zone/Area
= 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:

Office or Division:	Engineering Department (Production Division)			
Type of Transaction:	Government to Citizen			
Who may avail:	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 Bacteriological test (distribution area)		10 minutes/ sample 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

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
	Residual testing		10 minutes/ sample	Laboratory Technician
	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

Office or Division:	GMAWD Office			
Type of Transaction:	Citizen to Government			
Who may avail:	General Mariano Alvarez Water District Concessionaires			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
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

Office or Division:	GMAWD Office			
Type of Transaction:	Citizen to Government			
Who may avail:	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

Office or Division:	GMAWD Office			
Type of Transaction:	Citizen to Government			
Who may avail:	General Mariano Alvarez Water District Concessionaires			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
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 minutes	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)		15-30 minutes	Customer Service Clerk
	ID printing for Senior Citizen Customer with laminate		15-30 minutes	Customer Service Clerk
= End of Transaction =				

GMAWD MONTHLY RAFFLE:

Office or Division:		Collection Area / PACD		
Type of Transaction:		Citizen to Government		
Who may avail:		GMAWD Concessionaires on-time payers(no penalty)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 =				

11. SEPTAGE TREATMENT PLANT SERVICES

11.1 SURVEY, INSPECTION, AND DESLUDGING OF SEPTIC TANKS FOR REGULAR DESLUDGING CYCLE

Survey, Inspection, and Desludging of Septic Tanks are offered to all GMAWD concessionaires with no outstanding balance on their monthly bills. Scheduled per barangay, in a 5-year cycle.

Office or Division:	Maintenance Division – Septage Treatment Plant			
Type of Transaction:	Government to Citizens			
Who may avail:	General Mariano Alvarez Water District Concessionaires			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON-IN-CHARGE
Provide information to be filled out in Survey and Inspection, and present their latest paid water bill	Conduct Survey and Inspection of Septic Tanks and fill out Survey and Inspection Form		15 minutes	Field Surveyor
Receive information on their desludging schedule	Create a desludging schedule based on the accomplished survey and inspection form, and inform the concessionaire about their desludging schedule		15 minutes	Desludging Coordinator
Assist the desludging team before, during, and after desludging operations	Proceed to the scheduled household and prepare septic tanks for desludging operations by dismantling its top cover		15 minutes	Desludging Aide
Assist the desludging team before, during, and after desludging operations	Perform necessary desludging truck unit operations, conduct desludging operation, and fill out the manifest form		20 minutes	Desludging Truck Operator
	Restore dismantled septic tank access		15 minutes	Desludging Aide
Present Official Receipt intended for Cleanout Installation	Install cleanout on septic tanks without access port		15 minutes	Desludging Aide
Sign Manifest Form	Fill out the Manifest form after the desludging process and secure the concessionaire's signature		10 minutes	Desludging Truck Operator

11.2 SURVEY, INSPECTION, AND DESLUDGING OF SEPTIC TANKS FOR DESLUDGING REQUESTS (NON-GMAWD CONCESSIONAIRE)

Survey, Inspection, and Desludging of Septic Tanks upon the request of Non-GMAWD concessionaires.

Office or Division:	Commercial Department and Maintenance Division Septage Treatment Plant			
Type of Transaction:	Government to Citizens			
Who may avail:	General Mariano Alvarez residents			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON-IN-CHARGE
Fill-out Desludging Requests Application Form	Provide Desludging Request Application Form		15 minutes	Billing Clerk
Pay desludging fee	Issue an Official Receipt (O.R.)	₱5,000.00	3 minutes	Cashier
Pay Cleanout Installation Fee (if the Septic Tank has no access)	Issue an Official Receipt (O.R.)	₱ 500.00	3 minutes	Cashier
Provide information to be filled out in Survey and Inspection	Conduct Survey and Inspection of Septic Tanks and fill-out Survey and Inspection Form		15 minutes	Field Surveyor
Receive information on their desludging schedule	Create desludging schedule based on the accomplished survey and inspection form, and inform the concessionaire about their desludging schedule		15 minutes	Desludging Coordinator
Assist the desludging team before, during, and after desludging operations	Proceed to scheduled household and prepare septic tanks for desludging operations by dismantling its top cover		15 minutes	Desludging Aide
	Perform necessary desludging truck unit operations, conduct desludging operation, and fill out the manifest form		20 minutes	Desludging Truck Operator

	Restore dismantled septic tank access		15 minutes	Desludging Aide
	Install cleanout on septic tanks without access port		15 minutes	Desludging Aide
Sign Manifest Form	Fill out the Manifest form after the desludging process and secure concessionaire signature		7 minutes	Desludging Truck Operator

11.3. REQUEST, ISSUANCE AND CLAIMING OF DESLUDGING CERTIFICATION

A desludging certificate is issued upon request given that survey, inspection, and desludging operations were accomplished and that there is no outstanding balance in the required service fees.

Office or Division:	Commercial Department, Maintenance Division – Septage Treatment Plant, and Office of the General Manager			
Type of Transaction:	Government to Citizens			
Who may avail:	General Mariano Alvarez residents			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON-IN-CHARGE
Fill-out Desludging Requests Application Form and tick Certification/Business Permit checkbox	Provide Desludging Request Application Form		15 minutes	Billing Clerk – Commercial Department
	Receive accomplished Desludging Request Application Form and forward to GMAWD-Septage Treatment Plant		45 minutes	Administrator Assistant - Septage Treatment Plant
Receive information on the Certificate Claiming Date via text message	Issue Desludging Certificate		10 minutes	Desludging Coordinator - Septage Treatment Plant
	Sign Desludging Certificate		5 minutes	Plant Supervisor - Septage Treatment Plant
	Forward Desludging Certificate to Commercial Department		45 minutes	Administrator Assistant - Septage Treatment Plant

	Forward Desludging Requests to the Office of the General Manager		5 minutes	Billing Clerk – Commercial Department
	Sign Desludging Certificate		3 minutes	General Manager
	Inform Desludging Coordinator of the Certificate Claiming Date		2 minutes	Office Clerk – Office of the General Manager
	Inform concessionaire on the Certificate Claiming Date via text message		5 minutes	Desludging Coordinator
Claim Desludging Certificate	Provide signed Desludging Certificate		5 minutes	Office Clerk – Office of the General Manager

INTERNAL SERVICE



1. ADMINISTRATIVE DIVISION

1.1. Procurement Control Procedure (Small Value Procurement)

Office or Division:	Administrative Division			
Type of Transaction:	Government to Government			
Who may avail:	General Mariano Alvarez Water District Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
<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>				
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

Office or Division:	Human Resource Division (HRD)			
Type of Transaction:	Government to Government			
Who may avail:	General Mariano Alvarez Water District Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
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

Office or Division:	Human Resource Division (HRD)			
Type of Transaction:	Government to Government			
Who may avail:	General Mariano Alvarez Water District Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
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 Immediate approval	Concerned employee Division Head
Submit back the leave form to HR	Check the details of the application form		2-3 minutes	HR personnel
	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

Office or Division:	Finance Division			
Type of Transaction:	Government to Government			
Who may avail:	General Mariano Alvarez Water District Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON IN-CHARGE
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

Office or Division:	Finance Division			
Type of Transaction:	Government to Government			
Who may avail:	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		5 minutes	OIC Finance Division

	attached with checks to the authorized signatories for signing and checking			
	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
	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>You may send all complaints against GMAWD to gmawd@gmawaterdistrict.gov.ph and GMAWD iReport (https://gmawaterdistrict.gov.ph/contact-us/report/)</p> <p>Or call us at (046) 460-4645 / 460-4176, Or you may course them through:</p> <p>Request a Client Satisfaction Measurement Feedback 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 GMAWD facebook page at https://www.facebook.com/GeneralMarianoAlvarezWaterDistrict</p>
How feedbacks / complaints are processed?	<p>Every end of the month, the feedbacks/complaints is being reviewed. Feedback requiring answers are forwarded to the relevant offices and required to answer as soon as possible upon the receipt of feedback. 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"> * GM's office – (046) 460 4645 * Commercial Department – (046) 460 4176 * Maintenance Division – (046) 433 5169 * Production Division – (046) 412 0771 <p>GMAWD Website: www.gmawaterdistrict.gov.ph</p> <p>GMAWD iReport: www.gmawaterdistrict.gov.ph/contact-us/report</p> <p>GMAWD E-mail address: gmawd@gmawaterdistrict.gov.ph</p> <p>GMAWD Facebook: www.facebook.com/GeneralMarianoAlvarezWaterDistrict</p>
Contact information of Anti-Red Tape Authority, Presidential Complaint Center, Contact Center ng Bayan	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: 8888 pcc@malacanang.gov.ph</p> <p>CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p>

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the General Manager	2 nd Floor GMAWD Main Building, Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite	(046) 460 4645
Administrative and Finance Division	2 nd Floor GMAWD Main Building, Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite	(046) 460 4645
Commercial Division	2 nd Floor GMAWD Main Building, Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite	(046) 460 4176
Production Division	Ground Floor GMAWD Main Building Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite	(046) 433 5169
Maintenance Division	Ground Floor GMAWD Main Building Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite	(046) 412 0771
Human Resource Division	4 th Floor GMAWD Annex Building Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite	(046) 460 4645
GMAWD Mandarin Sub-Office	Mandarin Homes Subdivision, Brgy. F. De Castro, GMA, Cavite	
GMAWD F. Reyes Sub-Office	Block 16, Lot 21, Dagupan City Street, Brgy. F. Reyes, GMA, Cavite	
Septage Treatment Plant Section	Sitio Rolling Hills, Brgy. F. De Castro, GMA, Cavite	

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	HIND

GENERAL MARIANO ALVAREZ WATER DISTRICT

LWUA CGC No. 393 | Block 4, Lot 1, Congressional Road, Brgy. Poblacion 2, GMA, Cavite

**CLIENT SATISFACTION MEASUREMENT
FEEDBACK FORM****TULUNGAN MO KAMI MAS MAPABUTI ANG AMING PROSESO AT SERBISYO**

Ang Client Satisfaction Measurement (CSM) ay naglalayon na makuha ang karanasan ng mga kliyente sa kanilang naging transaksyon sa mga tanggapan ng gobyerno. Makakasiguro po kayo na ang lahat ng impormasyon na inyong ibibigay sa pagsagot sa form na ito ay mananatiling konpidensyal at gagamitin lamang sa tamang layunin nito.

DIREKSYON: Lagyan ng check/tsek (✓) ang inyong sagot sa mga tanong tungkol sa Citizen's Charter (CC). Ang Citizen's Charter ay isang opisyal na dokumento na nagpapahayag ng serbisyong ibinibigay ng isang ahensya o opisina ng gobyerno kabilang dito ang pagsusumite ng mga dokumento, pagbabayad at oras ng pagpoproseso ng transaksyon.

1. PERSONAL NA IMPORMASYON

Pangalan: _____

Cellphone No. _____

Kasarian: Lalaki BabaeEdad: 18-27 28-37 38-47 48-57 58-67 68-UP

Estado ng Kabuhayan:

 Employee-Government Employee-Private Self-Employed Unemployed/For-Employment**2. URI NG TRANSAKSYON NA INILAPIT SA GMAWD** Application for New Connection Payment Reconnection/Disconnection Maintenance request Water Supply / other water related issues Senior Citizen's Discount Desludging Request Promissory Note Change Name Billing inquiry Application for New Worker Collection (Supplier) Others (Specify) _____**CITIZENS CHARTER (CC)****CC1** Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC? (**AWARENESS**)

1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina
5. Wala sa nabanggit (N/A)











CC2 Kung alam ang CC, masasabi mo ba na ang CC nang napuntahang opisina ay... (**VISIBILITY**)

1. Madaling makita 2. Medyo madaling makita 3. Mahirap makita
4. Hindi makita 5. N/A

CC3 Kung alam ang CC, gaano nakatulong ang CC sa transaksyon mo? (**HELPFULNESS**)

1. Sobrang nakatulong 2. Nakatulong naman 3. Hindi nakatulong 4. N/A

SERVICE QUALITY DIMENSIONS (QSD)

	 Labis na sumasangayon	 Sumasangayon	 Walang kinikilingan	 Hindi sumasangayon	 Lubos na hindi sumasangayon	N/A Not Applicable						N/A
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan. (SATISFACTION)												
SQD1. Makatuwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon. (RESPONSIVENESS)												
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay. (RELIABILITY)												
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang. (ACCESS and FACILITIES)												
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito. (COMMUNICATION)												
SQD5. Nagbayad ako ng makatuwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) (COST)												
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon. (INTEGRITY)												
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin. (ASSURANCE)												
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin. (OUTCOME)												

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal): _____

Email address (opsyonal): _____

Pirma: _____

Petsa: _____

MARAMING SALAMAT!

THE OFFICIALS OF
GENERAL MARIANO ALVAREZ WATER DISTRICT

The General Mariano Alvarez Water District (GMAWD), a service-oriented and socially conscious public utility agency, professionally managed by highly motivated workforce, is being led by the Board of Directors, who is the policy-making body, and the Management team who is assigned to implement and supervise the day-to-day operation of GMAWD with the conformance to its customer's needs, both internal and external, and in accordance with all quality parameters required by international and statutory standards. To wit:

THE BOARD OF DIRECTORS

ATTY. ILUMINADA M. VAFLOR-FABROA

Chairman of the Board

ENGR. CESARIO R. MULLET

Vice-Chairman
Civic Sector

REV. DR. MELY S. MOJICA

Secretary
Education Sector

ENGR. MICHAEL I. TORRES

Treasurer
Business Sector

MRS. JANET L. AYALA

Member

ENGR. ANTONIO B. MAGTIBAY

GMAWD Technical Consultant

THE MANAGEMENT

JULIET M. NACITA, MBA

General Manager

NENITA B. CASEM, MBA

Department Manager B
Commercial Department

ENGR. JOEVIC A. CALVADORES, EE

Division Manager B
Maintenance Division

TERESITA E. PUYONG

Division Manager B
Customer Accounts Division

RONALIZA R. LEYNES, MBA

Division Manager B
Administrative Division

MARIETA G. GALANZA, MBA

Division Manager B
Human Resource Division

NAHUM D. RAFOL, CPA

Division Manager B
Accounting and Budgeting Division

MA. CECILIA R. BUENO, MBA

Officer-in-Charge
Finance Division

ENGR. REIZL H. LEGUIAB, JR.

OIC Production Division
SpTP Supervisor