

GENERAL MARIANO ALVAREZ WATER DISTRICT

LWUA CCC No. 393



REENGINEERING MANUAL

FEBRUARY 2025

Supporting the Whole-of-Government Approach in Streamlining
Philippine Government Systems and Procedures
in Delivering Public Services

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INTRODUCTION

All government agencies and offices subject to the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 were tasked to regularly evaluate and improve their systems and procedures, and reengineer them as necessary, under Republic Act (RA) No. 11032. This is done to relieve the general public for unnecessary and duplicate regulatory burdens.

Additionally, ARTA released Memorandum Circular 2021-009 on Issuance of the Whole-of-Government Reengineering Manual, which mandated that all government agencies and offices shall prepare and submit their Reengineering Plans/Reports to ARTA so as to assess the current status of their implementation in accordance with RA 11032, resulting in the creation of this Manual.

FOREWORD

Greetings from the General Mariano Alvarez Water District!

The Management of GMAWD is extremely pleased that we were able to put together this **Whole-of-Government Re-engineering Manual**, which has an honest objective for improving the services provided by GMAWD in public.

In response to one of our goals, which is enhancing transparency and effectiveness in public service for the Municipality of General Mariano Alvarez, Cavite, GMAWD developed this Whole of Government Re-engineering Manual.

The Manual is a performance environment framework that minimizes corruption and red tape in our existing procedures and processes. Furthermore, this will provide the concessionaires a comprehensive information regarding GMAWD frontline services, which include the procedures, prices, and essential requirements, responsible people, and the services standards for every transaction.

Let's keep working together in the spirit of cooperation and public service to meet the challenges that threaten the world's competitiveness in ensuring the availability of safe, clean, and potable water particularly in the entire Municipality of General Mariano Alvarez, Cavite.

Once again, congratulations and I look forward to the Whole-of-Government Re-engineering Manual's implementation with a great expectation that it will contribute to the improved public service delivery of this agency.



JULIET M. NACITA
General Manager

BRIEF HISTORY OF GMAWD

The General Mariano Alvarez Water District (GMAWD) was created in 1988 by virtue of SB Resolution No. 30-88 (dated May 24, 1988) and was issued Conditional Certificate of Conformance (CCC No. 393) by LWUA in April 14, 1989. The Board of Directors upon its creation was Conception C. Iglesias, Danilo L. Tuatis, Jesus R. Villamartin, Pablo P. Garachico and Engineer Cesario R. Mullet with Mr. Sabrina P. Aranda, General Manager.

The Municipality of General Mariano Alvarez (GMA) is situated approximately 42 km south of Manila in the province of Cavite. GMA Water districts covers a service area of approximately 9.4 square kilometers, and contains twenty-seven barangays. The service area is generally residential and some are commercial enterprises. GMAWD took over the ownership, management and operations of GMA water supply system in 1991 by virtue of Deed of Donation of six (6) deep wells and appurtenances of the NHA in favor of GMAWD.

In 1994, LWUA granted Php 2.9 M loan to finance the rehabilitation of the deep well and pump station of Area D (San Gabriel ES) and Area K, now San Gabriel as well as replacement of pipes at Barangay Ramon Cruz and Barangay Maderan GMA, Cavite. As of April 2023, the District serves 25,200 total service connections attended by 179 personnel; 118 are permanent employees, 49 casuals and 12 job orders.

The incumbent Board of Directors are the following: Atty. Iluminada Vaflor-Fabroa (Chairman) representing Professional Sector; Engineer Cesario R. Mullet (Vice-Chairman) Civic Sector; Rev. Dr. Mely S. Mojica (Secretary) Education Sector; Engineer Michael I. Torres (Treasurer) representing Business Sector; Mrs. Janet Ayala for Women Sector; and the present General Manager is Ms. Juliet M. Nacita.

The District presently holds office in its acquired administration building located at Block 4, Lot 1, Congressional Road, Poblacion 2, General Mariano Alvarez, Cavite. It has expanded its office space upon the occupancy of constructed three (3) storeys Annex Building with roof deck and Sub-Offices at Mandarin Homes, and Barangay Francisco Reyes, Warehouse Facility at Brgy. San Gabriel, and its newly constructed Septage Treatment Plant Facility situated at Sitio Rolling Hills, Brgy. Francisco de Castro, General Mariano Alvarez, Cavite.

Today, GMAWD as World Class Water Service Provider after being issued by TUV Nord, Inc. – Philippines with multiple certifications namely: Quality Management System Certification (ISO 9001:2015), Environmental Management System (ISO 14001:2015) and Occupational Health and Safety Management System (ISO 45001:2018), maintains a work force composed of God-fearing servants, professionals, skilled and well-trained employees.

Anent that, GMAWD has an affirmative working milieu that promotes solidarity and optimism. It is envisioned to uphold superior service delivery and guidance by constantly fortifying its course and procedure in advancing its utilities for global transformation and uplifting the quality of life of its customers, both internal and external, by providing safe, potable and sustainable water.

POWERS & FUNCTIONS OF GMAWD OFFICES, DIVISIONS AND DEPARTMENT

Board of Directors

Is a Body of appointed members and a policy-making body who work together to manage the company's operations. They are responsible for overseeing GMAWD by creating broad goals and objectives, making sure there are enough resources available, and approving annual budgets.

Office of the General Manager

This office has the full supervision of all operation of GMAWD and is responsible for the planning, organizing, directing and controlling all activities and functions of the District and carrying out related board policies.

Administrative and Human Resources Department

This department provides GMAWD administrative and human resources function and it is classified into two divisions specifically:

-Human Resources Division (HRD)

HRD is responsible for recruitment and retention of highly qualified employees for the company. This department is in charge for the implementation of personnel developments and employees welfare programs. They also assist and conduct human resources trainings and workshops.

-Administrative Division

Administrative Division is accountable for general service and collection & disbursement of funds. It is in-charge of the procurement and assisting in the implementation of special projects programs.

Finance Department

Finance Department is in charge for financial accounting and reporting, treasury management, assisting with budget preparation and preparing the Comprehensive Monthly and Annual Financial Report. It is divided into two divisions explicitly:

-Accounting Division

Accounting Division is responsible for the recording and summarizing of financial transactions and in the preparation of Financial Reports and Inventory Management.

-Budget Division

Budget Division is accountable for the Budget Preparation, assisting in allocation and distribution of budgets and monitoring the budget performance.

Commercial Services Department

Commercial Services Department provides customer services to the concessionaire/client. This department is responsible for billing and collection of water sales of the district. It is divided into two divisions namely:

-Customer Services Division

Customer Services Division is attending customer service requests and complaints. It is responsible for the marketing strategies/program implementation and public information. This division is in-charge in inspection and investigation regarding water connection.

-Customer Accounts Division

Customer Accounts Division is in charge for meter reading, billing and collection. It assists in the recording and posting of payments and monitoring the customer accounts.

Engineering Operations Department

Engineering Operations Department is in control for the management of water systems maintenance operations; and management of production and water distribution operations. This division is divided into two:

-Water Systems Maintenance Division

Water Systems Maintenance Division is in charge for the installation of new service connections, attending to the repairs and maintenance of water distribution lines and performing of major and minor plumbing services. It is in-charge in water system project implementation and constructions. Water Systems Maintenance Division is responsible for the water meter maintenance and the disconnection and reconnection of service lines.

-Production Division

Production Division is responsible for the pumping operations and water distributions. Monitoring the water quality, in-charge for the pumping facilities maintenance management, gathering and keeping of data analysis of wells are the functions of this division.

-Septage Treatment Plant Section

The General Mariano Alvarez Water District Septage Treatment Plant (GMAWD STP) is a three- stage involving three (3) process stages namely; Primary Treatment, Secondary Treatment, and Tertiary Treatment. It is designed and capable of treating 15-cubic meter of septage a day. The capacity of the plant can be maximized to 45 cubic meters if operated on 24 hours.

MANDATES OF 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.



Integrated 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.

PRIORITY SERVICES OF GMAWD

Acquisition of Waterworks

A district may purchase, construct or otherwise acquire works, water, water rights, land, rights and privileges useful or necessary to convey, supply, store, collect, treat, dispose of or make other use of water for any purpose authorized by this Title. In the acquisition of water or water rights the district shall cooperate with existing agencies of the government of the Philippines. (Sec. 5 of PD 1479).

Sale of Water

The district shall have the power to sell water, pursuant to generally applicable rules and regulations, to any person for use within district. As a condition of such sale, the district may require the filing of a written application for service, payment of established charges or deposits and execution of a water service contract.

A district may provide service to public faucets or hydrants provided that it shall first have executed an application and service contract with the Government entity to establish or maintain such faucets or hydrants within district. The district will be paid for such service in the same manner as regular domestic service and pursuant to the adopted rules and regulations of the district.

Any district holding a valid Certificate of Conformance or a Conditional Certificate of Conformance from the Administration shall be exempt from regulation by the Public Service Commission or its successor. (Sec. 5 of PD 1479).

Septage Desludging Services

A district may require, construct, operate and furnish facilities and services, within or without the district, for the collection, treatment and disposal of sewerage, waste, and storm water. The district may only furnish such services outside the district by means of facilities designed primarily to serve inside the district. Upon providing a sewer system in any area of the district, the district may require all buildings used by human beings to be connected to the sewer system within such reasonable time as may be prescribed by the district, provided that the property upon which such building to be connected stands is located within 35 meters of an existing main of the district's sewer system. After due notice thereof and refusal on the part of the property owner to so connect with the district's septage system, the district may declare the further maintenance or use of cesspools, septic tanks, or other local means of sewerage disposal in such area to be a public nuisance and, after notice in writing of at least 10 days, deprive said property owner of any and all services provided by the districts, which sanction may be co-extensive with the

period during which the property owner persists in refusing to connect with the district's sewer system. (Sec. 5 of PD 1479)

Rights of Way.

The right of way is hereby granted to locate, construct and maintain works of the district on any land which is now, or hereafter may be, owned by the Government of the Philippines or by any of its political subdivisions, and/or instrumentalities. A district may construct any works along, under or across any street, watercourse, railway, or conduct in any manner which will afford security for life and property: Provided, that in planning any such works, the environmental aspects shall also be considered. (Sec. 5 of PD 1479)

Contracts.

A district shall have the power to enter into contracts with any person for the purpose of performing any functions of the district: Provided, that the Board of Directors may not by contract delegate any of the discretionary powers vested in the board by this Title. Specifically, but without limiting said general power, a district may enter into the following contracts:

Protection of waters and facilities of GMAWD

A district shall have the right to:

1. Commence, maintain, intervene in, defend and compromise actions or proceedings to prevent interference with or deterioration of water quality or the natural flow of any surface, stream or ground water supply which may be used or useful for any purpose of the district or be a common benefit to the lands of its inhabitants. The ground water within a district is necessary to the performance of the district's powers and such district is hereby authorized to adopt rules and regulations subject to the approval of the National Water Resources Council governing the drilling, maintenance and operation of wells within its boundaries for purposes other than a single family domestic use on overlying land. Any well operated in violation of such regulations shall be deemed in interference with the waters of the district.
2. Require a developer or builder of any structure within the service areas of the district to extend or connect its pipeline facilities to the district facilities whenever such development or structure is within one hundred meters of existing district facilities or whenever the district is willing to extend its facilities within one hundred meters of said development or structure. For

the purpose of this section, development shall include the subdivision of land for any purpose other than agricultural purpose, and structure shall mean any building or facility to be used for residential. Commercial or industrial purposes.

3. Prohibit any person, firm or corporation from vending, selling, or otherwise disposing of water for public purposes within the service area of the district where district facilities are available to provide such service, of fix terms and conditions by permit for such sale or disposing of water.
4. Safeguard and protect the use of its waters. For this purpose, any person who installs any water connection without the previous authority from the water district established under this Decree; tampers water meters or uses jumpers or other devices whereby water is stolen; steals or pilfers water of water meters; knowingly possesses stolen or pilfered water or water meters shall, upon conviction, be punished by prison correctional in its minimum period or a fine ranging from two thousand pesos to six thousand pesos, or both. If the violation is committed with the connivance or permission of an employee or officer of the water district, an employee or officer shall, upon conviction, be punished by a penalty one degree lower than prison correctional in its minimum period and forthwith be dismissed and perpetually disqualified from employment in any utility or service company owned or controlled by the government. (Sec. 12 of PD 768)
5. Take over the management, administration, operation and maintenance of all watersheds within its territorial boundaries. (Sec. 6 of PD 1479)

Fire Protection Capacity

The district may install and maintain pipeline capacity and additional hydrants for fire protection purposes: Provided, that prior agreement has been executed with the public entity having principal fire protection responsibility within the district whereby the district will be reimbursed over the reasonable life of said facilities for the cost of installation and operation of such fire protection capacity and facilities. (Sec. 7 of PD 1479)

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
OFFICE OF THE BOARD OF DIRECTORS & GENERAL MANAGER
(Office of the BOD & GM, Records Management, Public Relations)

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Maintenance, Control and Retention of Communications (Internal, Outgoing, Mail or Correspondence)	7	45 minutes	0	7	30 minutes	0	GMAWD/Other Agencies, Group or Individuals concerned
Issuance of Board Resolutions	4	5 hours	0	4	4 hours	0	GMAWD/Other Agencies, Group or Individuals concerned
Issuance of Memoranda	4	1 day	0	4	less than 1 day	0	GMAWD (Internal)
Issuance of Travel Order/Itinerary of Travel, etc.	3	4 hours	0	3	30 minutes	0	GMAWD (Internal)
Issuance of Certifications	3	4 hours	0	3	15 minutes	0	GMAWD/Other Agencies, Group or Individuals concerned

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
HUMAN RESOURCE DIVISION

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Review and Filing of Job Application	3	10 minutes	0	3	5 minutes	0	The General Public (individuals who are interested to apply for a job)
Issuance of Certificate of Employment	4	30 minutes	0	4	15 minutes	0	Current and former employees of GMAWD
Leave Application	2	15 minutes	0	2	10 minutes	0	GMAWD permanent and casual employees
Assistance to Loan Processing of Employees to Government Institutions and/or in MOA with GMAWD	4	1 hour	0	3	30 minutes	0	All GMAWD employees
Payroll Deduction/Contribution per Deduction	4	45 minutes	0	3	30 minutes	0	All permanent employees

Remittances of Employees	7	3 days	0	6	2 days	0	All GMAWD employees
Preparation of Contract/Job Order	3	1 hour	0	3	30 minutes	0	GMAWD JO employees
Preparation of Appointment Documents	5	2 days	0	4	1 day	0	GMAWD permanent and casual employees

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
ADMINISTRATIVE DIVISION

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Issuance of Various Materials	3	30 Minutes	0	3	15 minutes	0	GMAWD and/or its Customers for issuance of water meter & other materials
Receive delivery of materials indicated in the PO	4	2 hours & 45 Minutes	0	4	1 hour & 15 minutes	0	GMAWD (internal)
Procurement of Common- use Supplies from DBM	5	2 days & 12 Minutes	0	5	1 day & 12 minutes	0	GMAWD/ DBM
Procurement with ABC below 1,000.00	2	30 Minutes	0	2	5 minutes	0	The General Public/ Interested Bidders
Procurement with ABC below 50,000.00	6	4 hours & 33 Minutes	0	6	30 minutes	0	The General Public/ Interested Bidders



Procurement with ABC above 50,000.00-1,000,000.00	7	5 hours	0	7	1 hour	0	The General Public/Interested Bidders
Procurement with ABC above 1,000,000.00	7	3 days, 5 hours & 5 minutes	Standard bidding documents fee	6	2 days & 25 minutes	Standard bidding documents fee	The General Public/Interested Bidders

**WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
FINANCE DEPARTMENT**

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Receiving payment for water bill & issuance of official receipt (with water bill)	2	5 minutes	customer's account payable	2	3 minutes	customer's account payable	GMAWD Customers
Receiving payment for water bill & issuance of official receipt (did not bring water bill)	3	10 minutes	customer's account payable	3	8 minutes	customer's account payable	GMAWD Customers
Application for new service connection (Provided all requirements are complete)	7	2 hours & 26 minutes	3400 + in-house installation fee of 250/ faucet	7	2 hours & 15 minutes	3400 + in-house installation fee of 250/ faucet	The General Public (individuals who are interested to apply for a service connection)
Service Requests or Complaints: temporary disconnection, change of classification, turbid water, no water, high consumption, and any other requests	4	45 minutes	0	3	40 minutes	0	GMAWD customers



Reconnection of Water Service Connection	5	45 minutes	Customer's account payable	5	40 minutes	Customer's account payable	GMAWD customers
Budget Earmarking (Budget Utilization Report)	3	10 minutes	0	3	5 minutes	0	GMAWD (Internal)
Disbursement of Funds	6	46 minutes	0	5	40 minutes	0	GMAWD and/or its clients

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
MAINTENANCE DIVISION

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Installation Time of Meter for New Connection and/or Relocation or Transfer	4	45 minutes	0	4	40 minutes	0	The General Public/GMAWD customers
Repair of leakages before & after the meter, repair of standpipe, faucet or gasket replacement and any other service requests	4	45 minutes	200 standard service fee	4	40 minutes	200 standard service fee	The General Public/GMAWD customers
Program of Works and Plan Design	3	3 days	0	2	2 days	0	GMAWD (Internal)
Repair/Rehabilitation Works/Relocation of Transmission Pipeline	5	usual repair time is 15 hours	0	5	to be reduced to 12 hours	0	The General Public/GMAWD customers



WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

PRODUCTION DIVISION

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Maintenance and Monitoring of GMAWD Facilities Report	3	more than 1 week	0	3	1 week	0	GMAWD (internal)
Preparation of Summary of Daily Pumping Report	3	3 days	0	3	1 day	0	GMAWD (internal)
Preparation of Schedule of Duty (Pump Operators)	4	1-3 days	0	3	1 day	0	GMAWD (internal)
Preparation of Summary/Report of Daily Chlorine Residual	4	1 day	0	4	4 hours	0	GMAWD (internal)
Preparation of Monthly Water Bacteriological Report	4	5 days	applicable water laboratory fee	4	3 days	applicable water laboratory fee	GMAWD (internal)
Preparation of Physical and Chemical Report	4	5 days	applicable water laboratory fee	4	3 days	applicable water laboratory fee	GMAWD (internal)
Sale of Seedlings/Wildlings	4	1 hour	depends on the amount of seedling to be purchased	4	45 minutes	depends on the amount of seedling to be purchased	The General Public/Organizations / Individuals
Issuance of Certification of Water Potability	4	5 Days	Request letter and 500.00 Certification Fee	4	3 Days	Request letter and 500.00 Certification Fee	Requesting Party

WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL
COMMERCIAL DEPARTMENT

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Water Service Connection	9	5 days and 35 minutes	Depends on the Approved Application of Fees	9	4days and 35 minutes	Depends on the Approved Application of Fees	GMAWD Concessionaires
Maintenance Plumbing Services Request/Production and Water Distribution Services	12	23 hours	Depends on the Approved Application of Fees	12	20 hours	Depends on the Approved Application of Fees	GMAWD Concessionaires
Response to Inquiries/Complaints thru Text Messaging	3	15 minutes	0	3	10 minutes	0	GMAWD Concessionaires
Response to Phone-in Inquiries/Complaints	3	15 minutes	0	3	10 minutes	0	GMAWD Concessionaires
Attending Complaints and Reports	2	3 hours and 3 minutes	0	2	2 hours and 3 minutes	0	GMAWD Concessionaires
Water Bill Acceptance of Payments	4	10 Minutes		4	6 Minutes		GMAWD Concessionaires



WHOLE-OF-GOVERNMENT (WOG) REENGINEERING MANUAL

SEPTAGE TREATMENT PLANT SECTION

As of May 2023

PRIORITY SERVICES	CURRENT STATUS			EXPECTED OUTCOME			TARGET CLIENTS
	No. of Steps	Processing Time	Amount	No. of Steps	Processing Time	Amount	
Desludging Request Application	5	30 mins.	None (for GMAWD concessionaires / ₱5,000.00 (for Non-GMAWD concessionaires))	5	25 mins.	None (for GMAWD concessionaires / ₱5,000.00 (for Non-GMAWD concessionaires))	Residents of GMA, Cavite
Forwarding of Approved Desludging Application	2	1 hour	None	2	55 mins.	None	
Survey and Inspection of Septic Tank	3	45 mins. / per concessionaire	None	3	35 mins. / per concessionaire	None	
Dismantling and Desludging of Septic Tank	4	1 hour and 30 mins. / per concessionaire	Free of Charge	4	1 hour and 25 mins. / per concessionaire	Free of Charge	
Transportation and Treatment of Septage	5	8m hours (for 15m ³ plant capacity)	None	5	7 hours (for 15m ³ plant capacity)	None	
Creation of Desludging Certification	3	45 mins.	None	3	30 mins.	None	
Forwarding of Desludging Certification	2	1 hour	None	2	55 mins.	None	
Releasing of Desludging Certification	3	35 mins.	None	3	30 mins.	None	

DIRECTORY

GENERAL MARIANO ALVAREZ WATER DISTRICT

General Mariano Alvarez, Cavite

JULIET M. NACITA

General Manager

ATTY. ILUMINADA M. VAFLORE-FABROA

Chairman of the Board of Directors

Address : Block 04, Lot 01, Congressional Road,
Brgy. Poblacion 2,
General Mariano Alvarez, Cavite, Philippines 4117

Email : gmawaterdistrict@yahoo.co.in
gmawd@gmawaterdistrict.gov.ph

Website : www.gmawaterdistrict.gov.ph

Telefax : (046) 460-4645

Customer Service : (046) 460-4176

Production Division : (046) 412-0771

Maintenance Division : (046) 433-5169

Category : Big

CCC No. : 393

Date CCC issued : April 14, 1989

Number of Service
Connections as of
April 2023 : 25,200



Division/Unit	Point Person	Email Address
Office of the General Manager	Charisma A. Gonzaga/ Julius P. Abellanosa/ Reymond Batutay	charisma_gonzaga@yahoo.com julius_abellanosa@ymail.com mondsterbatz@gmail.com
Commercial Department	Nenita B. Casem	libraneth@yahoo.com
Customer Accounts Division	Teresita E. Puyong	puyongteresita@gmail.com
Administrative Division	Ronaliza R. Leynes Noriel F. Zante	Diamond_scorpio71@yahoo.com nfzante@gmawaterdistrict.gov.ph
Human Resource Division	Marieta G. Galanza	marietagalanza@yahoo.com
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