



GUINAYANGAN WATER DISTRICT

CITIZEN'S CHARTER

2021 (1st Edition)



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AGENCY PROFILE

I. **Mandate:**

As Provided in Section 5, Title II, of the Presidential Decree No. 198 otherwise known as "The Provincial Water Utilities Act of 1973", the purpose of forming a local water district includes the following:

(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 such districts,

(b) providing, maintaining and operating wastewater collection, treatment and disposal facilities, and

(c) conducting such other functions and operations incidental to water resources development, utilization and disposal within such districts, as are necessary or incidental to said purpose.

It is therefore mandated by PD 198 for the Guinayangan Water District (GWD) to efficiently manage the water resources for the effective delivery of potable, affordable, adequate and sustainable water services to the inhabitants in the community.

The Guinayangan Water District was created through the Sangguniang Bayan Resolution No. 87 – 59 passed on July 22, 1987. The same resolution effected the transfer of all existing water supply facilities to the jurisdiction of GWD.

The Local Water Utilities Administration (LWUA) issued a Conditional Certificate of Conformance (CCC) # 303 to the GWD paving the formal creation of the water district on August 18, 1987.

II. **Vision:**

We envision Guinayangan Water District to be the best water service provider in its category in the country.

III. **Mission:**

We commit to provide the residents of Guinayangan with quality water at reasonable cost 24 hours a day through the reliable service of qualified, satisfied, law-abiding and God-fearing public servants.

We commit to ensure the sustainability of our water resources by taking a proactive stand in environmental concerns.



IV. Service Pledge:

We, the officers and employees of Guinayangan Water District, commit:

With utmost courtesy, provide you with the best possible service Mondays to Fridays, 8:00 am to 5:00 pm, and beyond, as the duty may call. ***“All applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break shall be attended to.”***

Answer your queries with utmost courtesy and give the exact answers no more, no less;

Treasure your compliments as well as your complaints and utilize such to further improve our services to the community;

Ensure that everyone’s request for our service will be attended at the soonest possible time and perform the best possible action for your satisfaction; and

Re-asses our rules and regulations periodically to suit with the ever-changing demands and needs of the people we are mandated to serve.

**All these we PLEDGE,
because Guinayanganins deserve only the best!!**



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GWD Administrative Section

Frontline (External) Services



A. PAGPAPAKABIT NG SERBISYO NG TUBIG

Ang serbisyong ito ay hinggil sa pagpapakabit ng serbisyo ng tubig (New Connection)

Tanggapang Namamahala	GWD Administrative Section			
Klasipikasyon	Simple at para sa Bagong Kliyente			
Uri ng Transaksyon	G2C - Gobyernong Tanggapan → Mamamayan			
Sinong maaaring makinabang	Sinumang mamamayan ng Guinayangan na nasasakupan ng serbisyo ng Guinayangan Water District			
CHECKLIST NG KAILANGANG DOKUMENTO		SAAN KUKUHAIN ANG SERBISYO		
1. Dalawang (2) kopya ng 1" x 1" na picture		Dadalahin ng Kliyente		
2. Isa (1) ID na pagkakakilanlan		Kahit saang ahensiyang Gobyerno/Tanggapan		
3. Dalawang (2) kopya ng Application Form (Form #3)		GWD Administrative Section Monday-Friday, 8:00AM–5:00PM No Noon Break		
4. Isang (1) kopya ng Senior Citizen Form (kung kinakailangan) (Form #5)				
5. Isang (1) kopya ng GAD Form ng Kliyente (Form #6)				
6. Isang (1) kopya ng Sertipikasyon sa Pagdalo sa Seminar/Oryentasyon ng GWD				
MGA HAKBANGIN NG KLIYENTE	AKSYON NG AHENSIYA	BAYAD	TAGAL NG HAKBANGIN	TAONG RESPONSABLE
1. Tiyaking walang anumang karamdaman, panatilihin nakasuot ang face mask at mag-disinfect ng kamay	1. Kuhaan ng temperatura ang kliyente at paghugasin ng kamay sa handwashing facility o bigyan ng alcohol	Wala	2 minuto	Admin. Services Aide (ASA)
2. Lumapit sa nakatalagang empleyado, humingi ng mga forms at ibigay ang mga iba pang dokumento	2. Hingin ang mga dalang dokumento, tulungang mag-fill-up ng forms at tiyaking palagdaan ito sa kliyente	Wala	10 minuto	Admin. Services Asst. A (ASA-A) o kaya ay sa Admin Services Aide (ASA)
3. Ipakita ang Sertipikasyon sa pagdalo ng Seminar o Oryentasyon	3. Tingnan kung kasama ang kliyente sa listahan ng dumalo sa Seminar/Oryentasyon	Wala	1 minuto	ASA-A or ASA
4. Ipaliwanag at iguhit ang eksaktong lugar na pagkakabit ng koneksyon	4. Estimahin ang mga kailangang material at ibigay ang lista sa property custodian upang maihanda ang mga materyales	Wala	5 minuto	Tubero (WRFT-B) at Prop. Custodian
5. Magbayad sa Kahera	5. Iproseso ang mga dokumento at bigyan ng Official Receipt ang kliyente	PHP 3,500 ++ para sa dagdag na materyales	1 minuto	Kahera (CA-A)
6. Ipakita ang resibo at alamin kung kailan makakabit ng tubig	6. Sabihin sa kliyente ang schedule ng koneksyon	Wala	1 minuto ++ sa loob ng 36 na oras	ASA-A o ASA
TOTAL		PHP 3,500	20 minuto	



B. PAGDALO SA SEMINAR/ORYENTASYON**

Ang serbisyong ito ay hinggil sa pagdalo sa kinakailangang Seminar/Oryentasyon

Tanggapang Namamahala	GWD Administrative Section			
Klasipikasyon	Simple at para sa Bagong Kliyente			
Uri ng Transaksyon	G2C - Gobyernong Tanggapan → Mamamayan			
Sinong maaaring makinabang	Sinumang nagnanais na magpakabit o magpa-reconnect ng serbisyo ng tubig sa nasasakupan ng Guinayangan Water District			
CHECKLIST NG KAILANGANG DOKUMENTO		SAAN KUKUHAIN ANG SERBISYO		
1. Dalawang (2) Orihinal na kopya ng Kasunduan sa Pagpapakabit ng Serbisyo ng Tubig (Form #3A)		GWD Administrative Section Monday-Friday, 8:00AM–5:00PM No Noon Break		
MGA HAKBANGIN NG KLIYENTE	AKSYON NG AHENSIYA	BAYAD	TAGAL NG HAKBANGIN	TAONG RESPONSABLE
1. Tiyaking walang anumang karamdaman, panatilihing nakasuot ang face mask at mag-disinfect ng kamay	1. Kuhaan ng temperatura ang kliyente at paghugasin ng kamay sa handwashing facility o bigyan ng alcohol	Wala	2 minuto	Admin. Services Aide (ASA)
2. Lumapit sa nakatalagang empleyado at humingi ng form ng Kasunduan sa Pagpapakabit ng Serbisyo ng Tubig	2. Bigyan ang kliyente ng dalawang (2) kopya ng Kasunduan sa Pagpapakabit ng Serbisyo ng Tubig	Wala	2 minuto	Admin. Services Asst. A (ASA-A) o kaya ay sa Admin Services Aide (ASA)
3. Pumunta sa GWD BOD Conference Room at itala ang pangalan sa listahan ng mga dumalo	3. Tiyaking naitala at may lagda ng kliyente ang kaniyang pangalan sa listahan ng dumalo	Wala	1 minuto	ASA
4. Makinig ng mabuti sa seminar/oryentasyon at magtanong ng naaangkop na mga katanungan	4. Ipaliwanag ng mabuti ang Kasunduan at sagutin ang mga katanungan ng kliyente	Wala	1 1/2 oras	General Manager
5. Pagkatapos ng seminar, humingi ng sertipikasyon ng pagdalo sa Gen. Manager	5. Bigyan ng Sertipikasyon ng Pagdalo ang kliyente	Wala	1 minuto	General Manager
6. Kung sang-ayon sa kasunduan, lagdaan ito at isumite sa ASA-A o ASA	6. Lagdaan ang Kasunduan	Wala	1 minuto	General Manager
TOTAL		Wala	1 oras at 37 minuto	

**Ang Iskedyul ng Seminar/Oryentasyon ay tuwing Martes ng bawat Linggo sa ganap na ika-10:00 ng umaga sa GWD BOD Conference Room.



GWD Administrative Section

Internal Services



A. APPLICATION FOR LEAVE OF ABSENCE

This service is for GWD officials and employees who want to apply for Leave of Absence

Office or Division	GWD Administrative Section			
Classification	Simple			
Type of Transaction	G2G - Government → Government Employees			
Who may avail	Officials and Employees of the Guinayangan Water District only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) original copies of Leave Form (CSC Form No. 6)		GWD Administrative Section (HRMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Leave Form (CSC Form No. 6) in two (2) original copies	1. Provide Leave Forms to the Applicant	None	3 minutes	Admin. Services Asst. A (ASA-A)
2. Proceed to the recommending authority (immediate supervisor) for recommending approval and signature	2. Sign recommending approval/disapproval portion	None	2 minutes	Admin. Services Officer A or Water Maintenance Head
3. Submit Leave Form to the Designated Human Resource Mgmt. Officer	3.1 Review if all data are supplied and complete 3.2 Process application as to certification of available leave credits 3.3 Sign/certify available leave credits	None	5 minutes	ASA-A
4. Proceed to the Approving Authority for approval of Leave of Absence	4. Sign approval of the Leave Application	None	2 minutes	General Manager
5. Submit approved Leave Form to the designated HRMO	5.1 Provide the applicant with one (1) copy and retain one (1) copy for the Applicant's Leave Ledger 5.2 Record data in the applicant's Leave Ledger	None	3 minutes	ASA-A
TOTAL		None	15 minutes	



B. APPLICATION FOR CLEARANCE

This service is for GWD officials and employees who are retiring, being separated, transferring to other agencies, going on maternity leave of absence and leaving the Philippines for a vacation abroad

Office or Division	GWD Administrative Section			
Classification	Simple			
Type of Transaction	G2G - Government → Government Employees			
Who may avail	Officials and Employees of the Guinayangan Water District only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) original copies of Clearance Form (CSC Form No. 7)		GWD Administrative Section (HRMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Clearance Form (CSC Form No. 7) in two (2) original copies	1. Provide Clearance Forms to the Applicant	None	2 minutes	Admin. Services Asst. A (ASA-A)
2. Proceed to the immediate supervisor and head of the agency for certification as to clearance from work related accountabilities	2. Sign/certify the applicant's clearance from work related accountabilities	None	2 minutes	Admin. Services Officer A or Water Maint. Head General Manager/BOD Chairman
3. Proceed to the concerned officials/employees for certification as to clearance from money and property accountabilities	3. Sign/certify the applicant's clearance from money and financial accountabilities	None	10 minutes	Property Custodian/ Designated HRMO/ASA-A Cashiering Asst./ Admin. Services Officer A
4. Proceed to the Designated HRMO for certification as to no existing administrative case on file against the applicant	4. Sign/certify applicant's clearance for any existing administrative case on file	None	2 minutes	Designated HRMO/ASA-A
5. Proceed to the Approving Authority for Certification of Clearance	5. Sign/certify for the applicant's Clearance	None	2 minutes	General Manager
6. Submit signed Clearance Form to the designated HRMO	6. Provide the applicant with One (1) copy and retain one (1) copy for the applicant's 201 file	None	2 minutes	Designated HRMO/ASA-A
TOTAL		None	20 minutes	



C. APPLICATION FOR AUTHORITY/PERMISSION TO TRAVEL

This service is for GWD officials and employees who are authorized to undergo official travel/business outside the office/station

Office or Division	GWD Administrative Section			
Classification	Simple			
Type of Transaction	G2G - Government → Government Employees			
Who may avail	Officials and Employees of the Guinayangan Water District only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) original copies of Authority/Permission to Travel 2. Two (2) original copies of the Itinerary of Travel 3. Two (2) original copies of Certificate of Travel Completed		GWD Administrative Section (HRMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Authority/Permission to Travel Form and Itinerary of Travel both in two (2) original copies	1. Provide Authority/Permission to Travel and Itinerary of Travel Forms to the Applicant	None	5 minutes	Admin. Services Asst. A (ASA-A)
2. Proceed to the recommending authority (immediate supervisor) for recommending approval of the official travel and its itinerary	2. Sign recommending approval/disapproval of the travel	None	3 minutes	Admin. Services Officer A (ASO-A)/ Water Maint. Head/ Gen. Manager/ BOD Chairman
3. Proceed to the Approving Authority for approval of Travel	3. Sign approval of the Official Travel and its Itinerary	None	3 minutes	Gen. Manager/ BOD Chairman
4. Submit approved Authority/Permission to Travel and Itinerary of Travel to the designated HRMO	4.1 Provide Travel Order Number to the approved travel 4.2 Provide the applicant with one (1) copy and retain one (1) copy for the Dis. Voucher	None	3 minutes	ASA-A
5. Accomplish Certification of Travel Completed after return to official station	5. Require the applicant with the documentary evidences and proofs of travel completed	None	5 minutes	ASA-A ASO-A
TOTAL		None	10 minutes	



D. REQUEST FOR SERVICE RECORD

This service is for GWD officials and employees who request for updated copy of his/her Service Record

Office or Division	GWD Administrative Section			
Classification	Simple			
Type of Transaction	G2G - Government → Government Employees			
Who may avail	Officials and Employees of the Guinayangan Water District only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) original copies of Service Record Form		GWD Administrative Section (HRMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request orally or through a letter of request of his/her updated copy of Service Record	1.1 Update the applicant's Service Record on file 1.2 Review the data/record as to continuity or gap in the service 1.3 Print the updated file in Two (2) original copies	None	5 minutes	Admin. Services Asst. A (ASA-A)/ Designated HRMO
2. Proceed to the Approving Authority for approval of Travel	2. Sign certification of correctness of the updated Service Record	None	2 minutes	ASA-A/ Designated HRMO/ Gen. Manager/
3. Receive a copy and review the contents of the updated Service Record	3. Provide the applicant with one (1) copy and retain one (1) copy for the Applicant's 201 files	None	3 minutes	ASA-A/ Designated HRMO
TOTAL		None	10 minutes	



GWD Commercial Section

Frontline (External) Services



A. PAGBILI NG MGA MATERYALES

Ang serbisyong ito ay hinggil sa pagbili ng mga karagdagang materyales.

Tanggapang Namamahala	GWD Commercial Section			
Klasipikasyon	Simple at para sa Lahat ng Kliyente			
Uri ng Transaksyon	G2C - Gobyernong Tanggapan → Mamamayan			
Sinong maaaring makinabang	Sinumang mamamayan na gustong bumili ng mga materyales mula sa inbentaryo ng tanggapan			
CHECKLIST NG KAILANGANG DOKUMENTO		SAAN KUKUHAIN ANG SERBISYO		
1. Listahan ng bibilihin		GWD Administrative/Commercial Section Monday-Friday, 8:00AM – 5PM No Noon Break		
2. Pambayad		Dadalahin ng Kliyente		
MGA HAKBANGIN NG KLIYENTE	AKSYON NG AHENSIYA	BAYAD	TAGAL NG HAKBANGIN	TAONG RESPONSABLE
1. Tiyaking walang anumang karamdaman, panatiliing nakasuot ang face mask at mag-disinfect ng kamay	1. Kuhaan ng temperatura ang kliyente at paghugasin ng kamay sa handwashing facility o bigyan ng alcohol	Wala	2 minuto	Admin. Services Aide (ASA)
2. Lumapit sa nakatalagang empleyado at ibigay ang lista ng mga bibilhing materyales	2.1 Tingnan kung may sapat ng stock sa bodega 2.2. Bigyan ang kliyente ng kwenta/halaga ng materyales na bibilhin	Wala	10 minuto	ASA at Property Custodian
3. Magbayad sa Kahera	3. Iproseso ang mga dokumento at bigyan ng Official Receipt ang kliyente	Depende sa halaga ng binili**	1 minuto	Kahera (CA-A)
4. Siyasatin kung walang depekto ang biniling materyales	4. Ibigay sa kliyente ang mga materyales na binili	Wala	7 minuto	Property Custodian
TOTAL		depende sa binili	20 minuto	

** HALAGA NG MATERYALES (AS OF JANUARY 2021)

Gripo (with bibb)	PHP 180.00/pc	Saddle Clamp 2"	PHP 130.00/pc
PE Tubing SDR 11, ½"	PHP 35.00/metro	Saddle Clamp 4"	PHP 706.00/pc
Replacement Piece ½"	PHP 250.00/pc	Ball Valve	PHP 300.00/pc
GI Coupling ½"	PHP 60.00/pc	GI Nipple Sch. 40, 2"	PHP 27.00/pc
GI Elbow ½"	PHP 45.00/pc	GI Nipple Sch. 40, 4"	PHP 43.00/pc
GI Straight Elbow ½"	PHP 45.00/pc	GI Nipple Sch. 40, 6"	PHP 60.00/pc
GI Tee ½"	PHP 54.00/pc	GI Nipple Sch. 40, 10"	PHP 80.00/pc
Union Patente ½"	PHP 60.00/pc	GI Nipple Sch. 40, 12"	PHP 90.00/pc
Teflon Tape	PHP 15.00/pc	Reducer Elbow ¾" x ½"	PHP 20.00/pc



GWD Financial Section

Frontline (External) Services



A. PAGBABAYAD NG WATER BILL

Ang serbisyong ito ay hinggil sa pagbabayad ng buwanang Water Bill

Tanggapang Namamahala	GWD Financial Section			
Klasipikasyon	Simple at para sa Lahat ng Kliyente			
Uri ng Transaksyon	G2C - Gobyernong Tanggapan → Mamamayan			
Sinong maaaring makinabang	Sinumang lehitimong kliyente o representante ng kliyente ng Guinayangan Water District			
CHECKLIST NG KAILANGANG DOKUMENTO		SAAN KUKUHAIN ANG SERBISYO		
1. Water Bill (WB) Receipt (kulay bughaw)		Ipinamahagi sa kliyente mula sa Admin Section		
2. Pambayad		Dadalahin ng kliyente		
MGA HAKBANGIN NG KLIYENTE	AKSYON NG AHENSIYA	BAYAD	TAGAL NG HAKBANGIN	TAONG RESPONSABLE
1. Tiyaking walang anumang karamdaman, panatiliing nakasuot ang face mask at mag-disinfect ng kamay	1. Kuhaan ng temperatura ang kliyente at paghugasin ng kamay sa handwashing facility o bigyan ng alcohol	Wala	2 minuto	Admin. Services Aide (ASA)
2. Pumila at kumuha ng numero sang-ayon sa pagkakasunod-sunod ng magbabayad na kliyente at naaayon sa patakaran ng "physical distancing"	2. Bigyan ng numero ang kliyente sang-ayon sa kaniyang pagdating at papilahin ito na sumusunod sa patakaran ng "physical distancing"	Wala	3 minuto	Admin. Services Aide (ASA)
3. Lumapit sa kahera at ibigay ang natanggap na buwanang Water Bill Receipt (kulay bughaw)	3. Icheck ang kulay bughaw na Water Bill Receipt sa orihinal na Water Bill Receipt kung magkatugma ito	Wala	1 minuto	Kahera
4. Ibigay sa kahera ang bayad	4.1 Tiyaking tama ang iniabot na halaga ng kliyente sang-ayon sa Water Bill Receipt 4.2 Iproseso ang mga dokumento at bigyan ng Official Receipt (OR) ang kliyente	Depende sa halaga ng bayarin (tingnan sa Water Bill Receipt)	2 minuto	Kahera
5. Tingnan ang datus na nakalagay sa resibo at ipagbigay-alam agad sa kahera kung may makitang hindi pagkakatatugma	5. Tiyaking tama ang ibibigay na sukli, kung mayroon at ayusin ang datus na ilalagay sa official receipt (OR).	Wala	2 minuto	Kahera
TOTAL		depende sa bayarin	10 minuto	



GWD Operation and Maintenance Section

Frontline (External) Services



A. REKONEKSYON NG NAPUTOL NA SERBISYO NG TUBIG

Ang serbisyong ito ay hinggil sa pagpapakabit muli o rekoneksyon ng naputol na serbisyo ng tubig. Dapat munang mabayaran ang anumang naiwang bayarin.

Tanggapang Namamahala	GWD Administrative Section/Operation and Maintenance Section			
Klasipikasyon	Simple at para sa Lahat ng Delingkwenteng kliyente			
Uri ng Transaksyon	G2C - Gobyernong Tanggapan → Mamamayan			
Sinong maaaring makinabang	Sinumang nagnanais na magpakabit muli o rekoneksiyon ng naputol na serbisyo ng tubig			
CHECKLIST NG KAILANGANG DOKUMENTO		SAAN KUKUHAIN ANG SERBISYO		
1. Numero ng Account kung nalalaman pa o kung kaninong pangalan nakarehistro ang linya ng tubig		GWD Administrative Section Monday-Friday, 8:00AM–5:00PM No Noon Break		
2. Isang (1) kopya ng Service Connection/Meter Transfer Form (Form #4)				
MGA HAKBANGIN NG KLIYENTE	AKSYON NG AHENSIYA	BAYAD	TAGAL NG HAKBANGIN	TAONG RESPONSABLE
1. Tiyaking walang anumang karamdaman, panatiliing nakasuot ang face mask at mag-disinfect ng kamay	1. Kuhaan ng temperatura ang kliyente at paghugasin ng kamay sa handwashing facility o bigyan ng alcohol	Wala	2 minuto	Admin. Services Aide (ASA)
2. Lumapit sa nakatalagang empleyado at ipaalam ang naisin na rekoneksyon o pagpapakabit muli ng naputol na Serbisyo ng Tubig	2. Tingnan ang Account Ledger ng kliyente at ipaalam dito kung may naiwan itong bayarin sa mga nakaraang resibo	Depende sa halaga ng naiwang bayarin	3 minuto	Admin. Services Asst. A (ASA-A) o kaya ay sa Admin Services Aide (ASA)
3. Humingi ng Form #4 sa ASA-A o ASA para sa Service Reconnection	3. Bigyan ang kliyente ng isang (1) kopya ng Form #4 at tulongan itong magfill-up	Wala	1 minuto	ASA-A o ASA
4. Pumunta sa GWD BOD Conference Room at dumalo sa seminar para sa re-oryentasyon**	4. Tiyaking naitala at may lagda ng kliyente ang kaniyang pangalan sa listahan ng dumalo	Wala	1 minuto	ASA
5. Makinig ng mabuti sa seminar/oryentasyon at magtanong ng naaangkop na mga katanungan	5. Ipaliwanag ng mabuti ang Kasunduan at sagutin ang mga katanungan ng kliyente	Wala	1 1/2 oras	General Manager
6. Magbayad sa Kahera	6. Iproseso ang mga dokumento at bigyan ng Official Receipt ang kliyente	PHP 400	2 minuto	Kahera (CA-A)
7. Ipakita ang resibo at alamin kung kailan maibabalik ang serbisyo ng tubig	7. Sabihin sa kliyente ang schedule ng koneksyon	Wala	1 minuto ++ sa loob ng 36 na oras	ASA-A o ASA Foreman (WMH) Mga Tubero
TOTAL		PHP 400	1 oras at 40 minuto	

**Ang Iskedyul ng Seminar/Oryentasyon ay tuwing Martes ng bawat Linggo sa ganap na ika-10:00 ng umaga sa GWD BOD Conference Room.



B. PAGPAPAAAYOS NG SERVICE CONNECTION (REPAIR)

Ang serbisyong ito ay hinggil sa pagpapaayos (Repair) ng service connection.

Tanggapang Namamahala	GWD Administrative Section/Operation and Maintenance Section			
Klasipikasyon	Simple at para sa Lahat ng Kliyente			
Uri ng Transaksyon	G2C - Gobyernong Tanggapan → Mamamayan			
Sinong maaaring makinabang	Sinumang nagnanais na magpaayos ng service connection (repair) - para sa mga gawaing kabilang sa Priority #1 at Priority #2			
CHECKLIST NG KAILANGANG DOKUMENTO		SAAN KUKUHAIN ANG SERBISYO		
1. Isang (1) kopya ng Maintenance Order and Service Request Form (Form #2)		GWD Operation and Maintenance Section Monday-Friday, 8:00AM–5:00PM No Noon Break		
MGA HAKBANGIN NG KLIYENTE	AKSYON NG AHENSIYA	BAYAD	TAGAL NG HAKBANGIN	TAONG RESPONSABLE
1.1 Tumawag sa telepono # (042)7176027 o Cellphone # 09282443768 at ipabatid ano ang dapat isaayos.	1.1 Kuhain ang buong impormasyon na ipaayos ng kliyente (lugar at pagawain.	Wala	5 minuto	Admin. Services Aide (ASA)
1.2. Kung walang telepono o cellphone, magsadya ng personal sa Tanggapan ng GWD	1.2 I-fill-up ang Form #1 - Complaint Service Request Form			
2. Humingi ng Form #2 sa ASA-A o ASA para sa Maintenance Order & Service Request	2. Bigyan ang kliyente ng isang (1) kopya ng Form #2 at tulongan itong magfill-up	Wala	2 minuto	Admin. Services Asst. A (ASA-A) o kaya ay sa ASA
3. Alamin sa ASA-A o ASA o sa Foreman o sa Tubero kung kailan maaaring isagawa ang ipinaaayos	3. i-Prioritize ang request ayon sa sumusunod: Priority # 1 – Kung ang depekto ay nakakapinsala sa buhay ng tao at mga kagamitan - - Kaagad ipaalam sa GM o sa Foreman para sa aksyon Priority # 2 – kung ang depekto ay bago lumampas ng water meter - - Dagliang ipagawa sa mga tubero at i-recall ang nasa field na tubero kung lubhang kailangan Priority # 3 – kung ang depekto ay makalampas ng water meter - - Sabihin ng magalang sa kostumer na sila na ang dapat magpaayos nito at hindi na ang mga empleyado pa ng GWD	Wala	5 minuto sa opisina sa loob ng 36 na oras (1 1/2 araw) sa aktwal na lugar + + depende sa laki ng pinsalang dapat isaayos at pila ng priyoridad ng pagsasaayos	ASA-A o ASA Foreman (WMH) Mga Tubero
TOTAL		Wala	12 minuto	



C. PAGPAPALIPAT NG SERVICE CONNECTION (TRANSFER)

Ang serbisyong ito ay hinggil sa pagpapalipat ng service connection mula sa isang lugar tungo sa ibang lugar (transfer of location) o dili kaya ay mula sa isang dating kliyente patungo sa isang bago o ibang kliyente (transfer of account)

Tanggapang Namamahala	GWD Administrative Section/Operation and Maintenance Section			
Klasipikasyon	Simple at para sa Bago at Dating Kliyente			
Uri ng Transaksyon	G2C - Gobyernong Tanggapan → Mamamayan			
Sinong maaaring makinabang	Sinumang dating kliyente na magpapalipat ng lokasyon ng service connection (transfer) o magpapapalit ng pangalan ng account			
CHECKLIST NG KAILANGANG DOKUMENTO		SAAN KUKUHAIN ANG SERBISYO		
1. Isang (1) kopya ng Maintenance Order and Service Request Form (Form #2)		GWD Operation and Maintenance Section Monday-Friday, 8:00AM–5:00PM No Noon Break		
MGA HAKBANGIN NG KLIYENTE	AKSYON NG AHENSIYA	BAYAD	TAGAL NG HAKBANGIN	TAONG RESPONSABLE
1. Magsadya ng personal sa Tanggapan ng GWD at ipaalam sa nakatalagang empleyado ang hangarin na pagpapalipat ng service connection sa ibang lugar o pagpapapalit sa ibang pangalan ng account	1. Kuhain ang buong detalye ng pagpapalipat ng lugar o pagpapapalit ng pangalan ng service connection	Wala	5 minuto	Admin. Services Aide (ASA)
2. Humingi ng Form #2 para sa Maintenance Order & Service Request	2. Bigyan ang kliyente ng isang (1) kopya ng Form #2 at tulongan itong magfill-up	Wala	2 minuto	Admin. Services Asst. A (ASA-A) o kaya ay sa ASA
3. Alamin kung kailan maaaring isagawa ang paglilipat	3.1 Alamin kung may linya ng tubig sa paglilipatan ng service connection. 3.2 Sabihin sa kostumer kung may materyales na dapat bilingin.	Depende sa halaga ng bibilhing materyales	5 minuto sa opisina	ASA-A o ASA
4. Dumalo sa seminar o oryentasyon kung hindi pa nakakadalo dito	4. Bigyan ang kliyente ng schedule kung kailan ito dadalo sa oryentasyon	Wala	1 1/2 oras	General Manager
5. Magbayad sa Kahera	5. Iproseso ang mga dokumento at bigyan ng Official Receipt ang kliyente	PHP 500 (lipat ng lugar) PHP 100 (palit ng pangalan)	3 minuto	Kahera (CA-A)
6. Ipakita ang resibo at alamin kung kailan maibabalik o maitutuloy ang serbisyo ng tubig	6. Sabihin sa kliyente ang schedule ng koneksyon	Wala	sa loob ng 36 na oras (1 1/2 araw) sa aktwal na lugar	ASA-A o ASA Foreman (WMH) Mga Tubero
TOTAL		PHP 500	15 minuto	



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback/complaint form (Form #7) and drop it at the designated drop box in front of the Cashier near the payment counter.</p> <p>Contact info/Hotline Numbers: landline (042) 717-6027, smart #09282443768 guinayangan_water@yahoo.com http://www.guinayangan.com/GWD.htm</p>
How feedbacks are processed	<p>Everyday, the Customer Services Assistant D (CSA D) opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant GWD Section/s and they are required to answer within the day if the complaint/feedback requires immediate answer/solution or within three (3) days upon receipt of the feedback/complaint.</p> <p>The answer of the relevant GWD section/s is then relayed to the client.</p> <p>For inquiries/follow-ups, client may use the contact info.</p>
How to file a complaint	<p>Answer the client feedback/complaint form (Form #7) and drop it at the designated drop box in front of the Cashier near the payment counter.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information: a) Name of person being complained, b) Incident and c) Evidences</p> <p>For inquiries/follow-ups, client may use the contact info.</p>
How complaints are processed	<p>The Customer Services Assistant D (CSA D) opens the drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the CSA D forward the complaint to the GWD Section Head for investigation and resolution. If it cannot be resolved at the GWD Section, the concerned Section Head will forward the complaint to the General Manager or to the Board of Directors for appropriate action/s.</p> <p>The resolution to the complaint is then relayed to the client.</p> <p>For inquiries/follow-ups, client may use the contact info.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph # 8478-5093 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)</p>



LIST OF OFFICES/SECTIONS

Office	Address	Contact Information
Office of the General Manager	Guinayangan Water District Provincial Road, Brgy. Calimpak, Guinayangan, Quezon 4319	(042) 717-6027 elopujalte@yahoo.com http://www.guinayangan.com/GWD.htm
Administrative, Financial and Commercial Section (AFCS)	Guinayangan Water District Provincial Road, Brgy. Calimpak, Guinayangan, Quezon 4319	(042) 717-6027 SMART: 09282443768 guinayangan_water@yahoo.com Facebook Account: Guinayangan Water District
Operation and Maintenance Section (OMS)	Guinayangan Water District Provincial Road, Brgy. Calimpak, Guinayangan, Quezon 4319	(042) 717-6027 SMART: 09282443768 guinayangan_water@yahoo.com