



# **GUINAYANGAN WATER DISTRICT**

## **INITIAL REENGINEERING PLAN/REPORT**

March 2022



## 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:

**W**ith 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.”***

**A**nswer your queries with utmost courtesy and give the exact answers no more, no less;

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

**E**nsure 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

**R**e-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!!**



## I. LIST OF IDENTIFIED PRIORITY SERVICES FOR REENGINEERING

### Frontline (External) Services

- A. Pagpapakabit ng Serbisyo ng Tubig
- B. Pagdalo sa Seminar/Oryentasyon
- C. Pagbabayad ng Water Bill
- D. Pagbili ng Materyales
- E. Rekoneksyon ng Naputol na Serbisyo ng Tubig
- F. Pagpapaayos ng Service Connection (Repair)
- G. Pagpapalipat ng Service Connection (Transfer)

### Internal Services

- A. Application for Leave of Absence
- B. Application for Clearance
- C. Application for Authority/Permission to Travel
- D. Request for Service Record



## II. CURRENT STATUS:

SERVICES	NUMBER OF STEPS	PROCESSING TIME	COST
<b>EXTERNAL SERVICES</b>			
A. Pagpapakabit ng Serbisyo ng Tubig	6	20 minutes	3,500.00
B. Pagdalo Sa Seminar/Oryentasyon	6	97 minutes	0.00
C. Pagbabayad ng Water Bill	5	10 minutes	based on bill
D. Pagbili ng Materyales	4	20 minutes	based on bill
E. Rekoneksyon ng Naputol na Serbisyo ng Tubig	7	100 minutes	400.00
F. Pagpapaayos ng Service Connection (Repair)	3	12 minutes	0.00
G. Pagpapalipat ng Service Connection (Transfer)	6	15 minutes	500.00
<b>INTERNAL SERVICES</b>			
A. Application for Leave of Absence	5	15 minutes	0.00
B. Application for Clearance	6	20 minutes	0.00
C. Application for Authority/Permission to Travel	5	10 minutes	0.00
D. Request for Service Record	3	10 minutes	0.00

Current procedures in availing external and internal services provided by the Guinayangan Water District does not require any other documents to be secured from other local or national agencies, thus all procedural steps have been put into minimum. However, some external services requiring redundant or unnecessary steps may be reengineered.

Payments are all policy-based and on the standard. Thus, no reengineering can be made this time.

A reduction in processing time can be reengineered on some services as faster processing works of concerned personnel can be adopted and streamlined.



### III. EXPECTED OUTCOME: Projected/Target Reduction of Steps and Time.

NOTE: For easy reference, reengineered steps and time are in bold type fonts with colored background.

Updated and Reengineered services are attached in the Annexes.

SERVICES	NUMBER OF STEPS		PROCESSING TIME (in minutes)		COST
	Old	New	Old	New	
<b>EXTERNAL SERVICES</b>					
A. Pagpapakabit ng Serbisyo ng Tubig	6	6	20	<b>15</b>	3,500.00
B. Pagdalo Sa Seminar/Oryentasyon	6	6	97	<b>82</b>	0.00
C. Pagbabayad ng Water Bill	5	5	10	10	based on bill
D. Pagbili ng Materyales	4	4	20	20	based on bill
E. Rekoneksyon ng Naputol na Serbisyo ng Tubig	7	7	100	<b>85</b>	400.00
F. Pagpapaayos ng Service Connection (Repair)	3	3	12	12	0.00
G. Pagpapalipat ng Service Connection (Transfer)	6	<b>5</b>	15	15	500.00
<b>INTERNAL SERVICES</b>					
A. Application for Leave of Absence	5	5	15	15	0.00
B. Application for Clearance	6	6	20	<b>15</b>	0.00
C. Application for Authority/Permission to Travel	5	5	10	10	0.00
D. Request for Service Record	3	3	10	10	0.00

For **External Service A**, the time required will be reengineered and reduced by 5 minutes thru a restructured application process by which a designated employee will be the one to fill-up/encode directly from the system all data needed for the application form then it will be printed and signed by the applicant instead of the current process by which the application form is manually filled-up by the applicant.

For **External Services B** and **E**, the time required will be reengineered and reduced by 15 minutes thru a shortened seminar/orientation period with the use of a prepared powerpoint presentation of the seminar topics and policies.

For **External Service G**, the steps required will be reengineered and reduced by 1 step thru removing the attendance to re-orientation seminar for requesting old clients as they have attended such seminar during application for a new service connection.

For **Internal Service B**, the time required will be reengineered and reduced by 5 minutes thru faster signing processes and thru updating regularly the 201 files and records of employees for faster review and checking of records.



#### IV. CONCERNED AGENCY, OFFICE, UNIT, DIVISION

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 <a href="http://www.guinayangan.com/GWD.htm">http://www.guinayangan.com/GWD.htm</a>
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

#### V. TARGET CLIENTS

##### External Services:

1. New applicants requesting for Water Service Connection
2. Old clients requesting for repair/maintenance of Service Connection

##### Internal Services:

1. Current Employees requesting for clearances and permissions
2. Former/Retired Employees requesting for 201 files/records
3. New Employees required of submitting initial documents

Prepared by:

  
**CARMELO ALEJANDRO C. PUJALTE**  
General Manager



## **ANNEXES**

### **RE-ENGINEERED SERVICES**





## A. PAGPAPAKABIT NG SERBISYO NG TUBIG

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

<b>Tanggapang Namamahala</b>	GWD Administrative Section			
<b>Klasipikasyon</b>	Simple at para sa Bagong Kliyente			
<b>Uri ng Transaksyon</b>	G2C - Gobyernong Tanggapan → Mamamayan			
<b>Sinong maaaring makinabang</b>	Sinumang mamamayan ng Guinayangan na nasasakupan ng serbisyo ng Guinayangan Water District			
<b>CHECKLIST NG KAILANGANG DOKUMENTO</b>		<b>SAAN KUKUHAIN ANG SERBISYO</b>		
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				
<b>MGA HAKBANGIN NG KLIYENTE</b>	<b>AKSYON NG AHENSIYA</b>	<b>BAYAD</b>	<b>TAGAL NG HAKBANGIN</b>	<b>TAONG RESPONSABLE</b>
1. Tiyaking walang anumang karamdaman, panatilihin ang face mask at mag-disinfect ng kamay	1. Kuhaan ng temperatura ang kliyente at paghugas 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	5 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
<b>TOTAL</b>		<b>PHP 3,500</b>	<b>15 minuto</b>	



## B. PAGDALO SA SEMINAR/ORYENTASYON\*\*

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

<b>Tanggapang Namamahala</b>	GWD Administrative Section			
<b>Klasipikasyon</b>	Simple at para sa Bagong Kliyente			
<b>Uri ng Transaksyon</b>	G2C - Gobyernong Tanggapan → Mamamayan			
<b>Sinong maaaring makinabang</b>	Sinumang nagnanais na magpakabit o magpa-reconnect ng serbisyo ng tubig sa nasasakupan ng Guinayangan Water District			
<b>CHECKLIST NG KAILANGANG DOKUMENTO</b>		<b>SAAN KUKUHAIN ANG SERBISYO</b>		
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		
<b>MGA HAKBANGIN NG KLIYENTE</b>	<b>AKSYON NG AHENSIYA</b>	<b>BAYAD</b>	<b>TAGAL NG HAKBANGIN</b>	<b>TAONG RESPONSABLE</b>
1. Tiyaking walang anumang karamdaman, panatiliing nakasuot ang face mask at mag-disinfect ng kamay	1. Kuhaan ng tempreratura 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	<b>75 minuto</b>	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
<b>TOTAL</b>		<b>Wala</b>	<b>82 minuto</b>	

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



## E. 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.

<b>Tanggapang Namamahala</b>	GWD Administrative Section/Operation and Maintenance Section			
<b>Klasipikasyon</b>	Simple at para sa Lahat ng Delingkwenteng kliyente			
<b>Uri ng Transaksyon</b>	G2C - Gobyernong Tanggapan → Mamamayan			
<b>Sinong maaaring makinabang</b>	Sinumang nagnanais na magpakabit muli o rekoneksiyon ng naputol na serbisyo ng tubig			
<b>CHECKLIST NG KAILANGANG DOKUMENTO</b>		<b>SAAN KUKUHAIN ANG SERBISYO</b>		
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)				
<b>MGA HAKBANGIN NG KLIYENTE</b>	<b>AKSYON NG AHENSIYA</b>	<b>BAYAD</b>	<b>TAGAL NG HAKBANGIN</b>	<b>TAONG RESPONSABLE</b>
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 tulungan 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	<b>75 minuto</b>	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
<b>TOTAL</b>		<b>PHP 400</b>	<b>85 minuto</b>	

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



## G. 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)

<b>Tanggapang Namamahala</b>	GWD Administrative Section/Operation and Maintenance Section			
<b>Klasipikasyon</b>	Simple at para sa Bago at Dating Kliyente			
<b>Uri ng Transaksyon</b>	G2C - Gobyernong Tanggapan → Mamamayan			
<b>Sinong maaaring makinabang</b>	Sinumang dating kliyente na magpapalipat ng lokasyon ng service connection (transfer) o magpapapalit ng pangalan ng account			
<b>CHECKLIST NG KAILANGANG DOKUMENTO</b>		<b>SAAN KUKUHAIN ANG SERBISYO</b>		
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		
<b>MGA HAKBANGIN NG KLIYENTE</b>	<b>AKSYON NG AHENSIYA</b>	<b>BAYAD</b>	<b>TAGAL NG HAKBANGIN</b>	<b>TAONG RESPONSABLE</b>
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
<del>4. Dumalo sa seminar o oryentasyon kung hindi pa nakakadalo dito</del>	<del>4. Bigyan ang kliyente ng schedule kung kailan ito dadalo sa oryentasyon</del>	<del>Wala</del>	<del>1 1/2 oras</del>	<del>General Manager</del>
4. Magbayad sa Kahera	4. 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)
5. Ipakita ang resibo at alamin kung kailan maibabalik o maitutuloy ang serbisyo ng tubig	5. 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
<b>TOTAL</b>		<b>PHP 500</b>	<b>15 minuto</b>	

Note: **Hindi na kailangang umattend** ng re-orientation/seminar ang magpapalipat ng service connection.



## 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

<b>Office or Division</b>	GWD Administrative Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government → Government Employees			
<b>Who may avail</b>	Officials and Employees of the Guinayangan Water District only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two (2) original copies of Clearance Form (CSC Form No. 7)		GWD Administrative Section (HRMO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<b>5 minutes</b>	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
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	