


# CITIZEN'S CHARTER

Updated 2016

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# VISION

*The General Santos City Water District envisions to play a vital role in upgrading the life of its people by providing safe, potable, reliable and affordable water service.*



# MISSION

*We commit to fulfill this vision through sound management, professional staff, efficient service, sustainable development, and active participation and partnership with the community in the protection of our water resources.*



# PERFORMANCE PLEDGE

*We, the officials and employees of  
**General Santos City Water District**  
pledge and commit to provide our  
valued customers.*

# S A F E W A T E R



**S**erve our customers with utmost respect and dedication imbued with  
it the principles of transparency, integrity and accountability;

We will demonstrate sensitivity, ethical behavior and professionalism in serving your needs.

We will treat everyone equally especially those with special needs such as the differently-able, pregnant women, and senior citizens.

We will provide you adequate and accurate information on the District policies and procedures.

We will inform you of the procedures, fees and charges of our frontline services.

We will wear proper uniform and identification while serving you.

# **A**adapt and introduce new systems and procedures for continuous efficiency and innovative services;

We will keep on introducing new technologies and configure this processes to the needs of our customers.

We will focus our initiatives on improving operational efficiencies in customer service.

We will integrate a portfolio of solutions to our systems with comprehensive support for customer care through upgrading of billing and collection, water supply and distribution systems.



## **F**acilitate inquiries and complaints and ensure immediate action and resolution; and

We will respond to your needs promptly and efficiently from Mondays to Fridays, 8:00 a.m. to 5:00 p.m. without noon break at our office, and from Mondays to Sundays, on a 24/7 basis for all maintenance and field works.

We will strictly adhere to our service standards and assure you of a written explanation for any delay in frontline services.

We will provide you feedback mechanisms to address your comments, complaints and suggestions and take corrective measures.

# **E**mpower our customers access to information on policies, programs, procedures, rules and regulations , activities and services .

We will keep you informed on important information through our website [www.gensanwater.gov.ph](http://www.gensanwater.gov.ph) and hotline number (083)5523824.

We will answer your phone calls and e-mails promptly and respond to your requests in a timely manner.

We will continue to impart you useful tips on water conservation and safety through our website and newsletter.

We will keep our website updated and notify you on water interruption and system flushing.

# FEEDBACK AND REDRESS MECHANISMS

FOR INQUIRIES, FEEDBACKS AND COMPLAINTS ON OUR SERVICES, YOU MAY:

- ✓ Directly communicate with our Officer of the Day for inquiries;
  - ✓ Accomplish our Feedback Forms available in our office;
  - ✓ Call us at Hotline Number (083) 552-3824;
  - ✓ Call these other Nos. (083) 301-3835, 301-0542, 554-7231 connecting all Departments;
- 

# FEEDBACK AND REDRESS MECHANISMS

FOR INQUIRIES, FEEDBACKS AND COMPLAINTS ON OUR SERVICES, YOU MAY:

- ✓ Text us at 0906-355-8674 (GLOBE), 0923-721-0280 (SUN);
- ✓ Send your feedback through our e-mail at [gscwd\\_commercial@yahoo.com](mailto:gscwd_commercial@yahoo.com);
- ✓ Visit our website at [gensanwater.gov.ph](http://gensanwater.gov.ph); or
- ✓ Like us on [facebook.com/gensanwater](https://www.facebook.com/gensanwater)

***We will strive to provide an immediate response to all your inquiries, feedbacks, and complaints, written or verbal.***

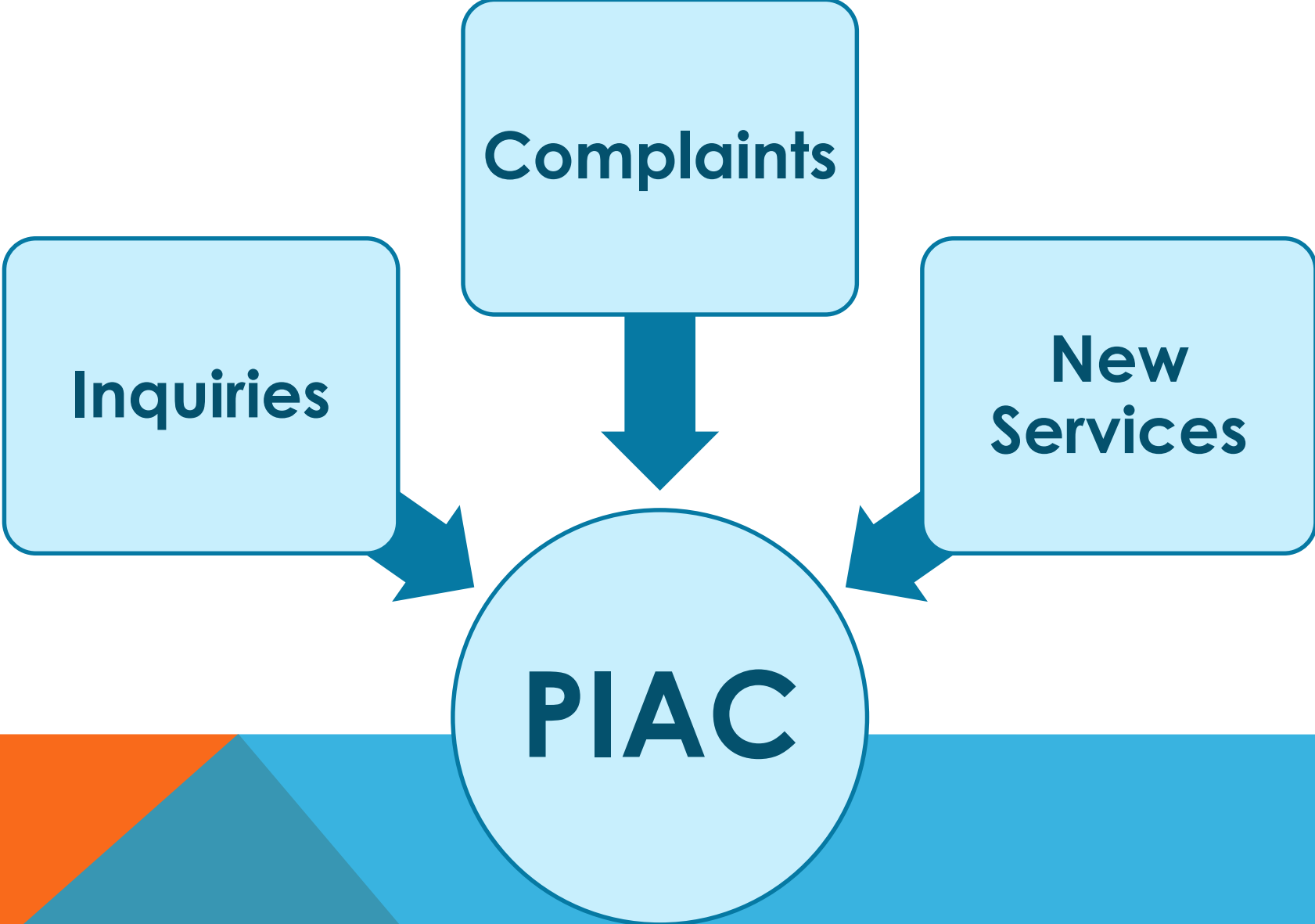
# The Public Information and Assistance Counter (PIAC)

## AN OVERVIEW

The **Public Information and Assistance Counter (PIAC)** is a centralized (One-Stop-Shop) counter designed to handle speedy resolution of customer concerns.

It is composed of the Commercial Department Staff, who are well-trained to answer complaints and inquiries **OF THE DISTRICT'S FRONTLINE SERVICES.**

This new set-up **aims to provide a more convenient, fast, and efficient service hereby eliminating complex and cumbersome procedures and reduces time and resources spent in every transaction.** All concerns are resolved within the PIAC .

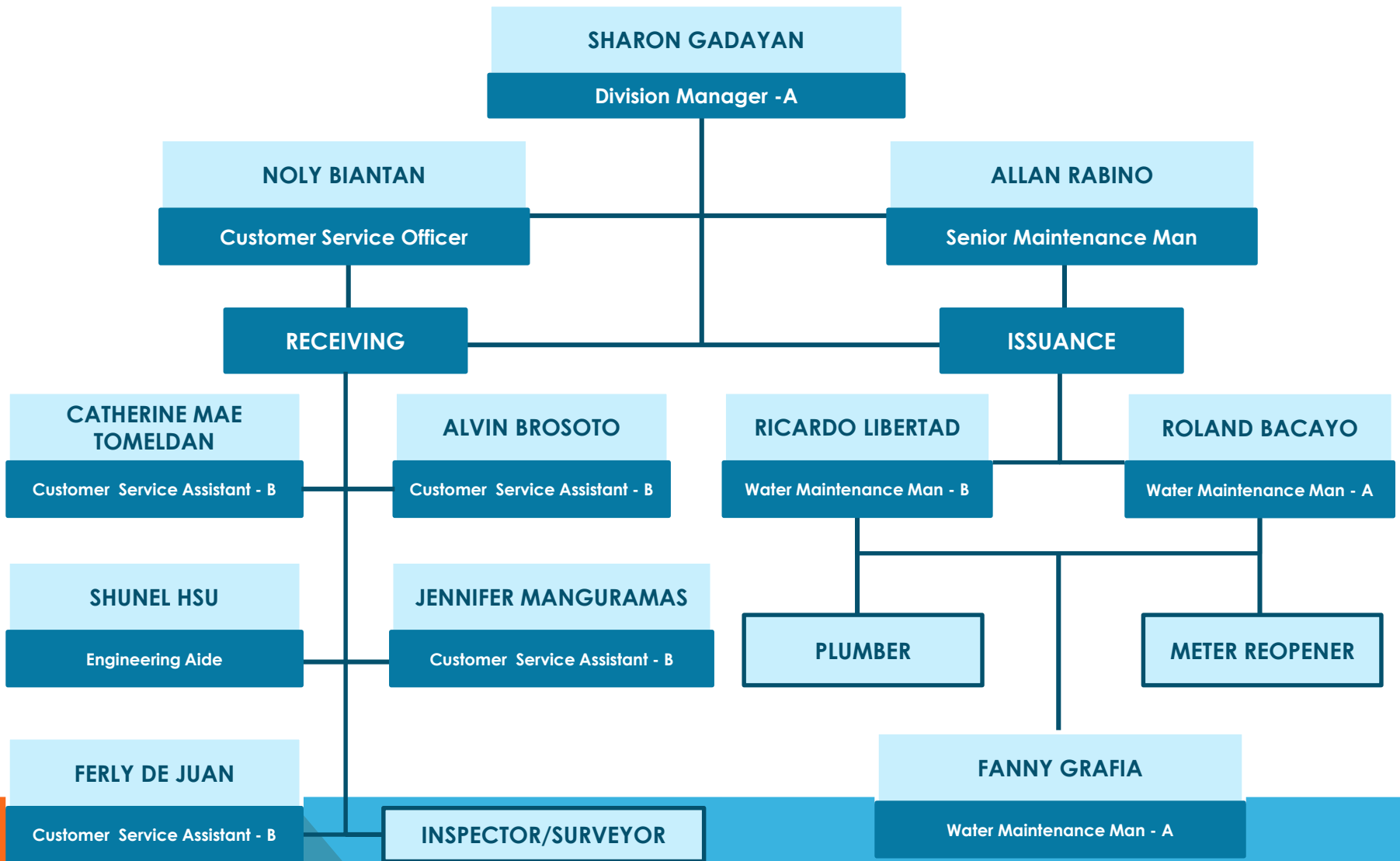


**Inquiries**

**Complaints**

**New  
Services**

**PIAC**



# Public Information and Assistance Counter (PIAC) Table of Organization

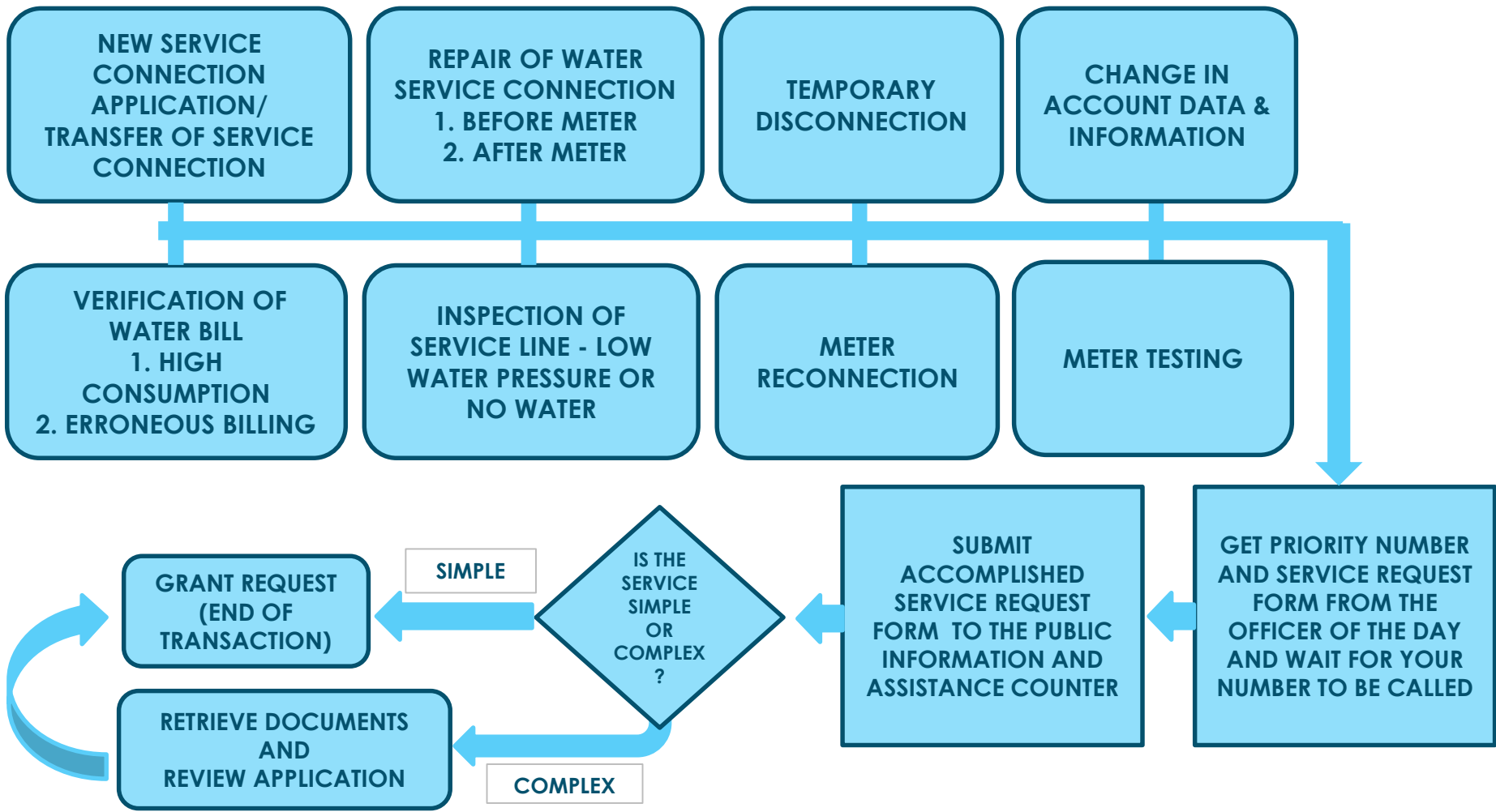


# Duties and Functions of PIAC Staff

**Frontline** staff shall receive, interact, communicate, record and provide assistance to the customers. They have direct interaction with the public requesting for information and assistance.

**Second Line** staff shall support the frontline staff, retrieve, segregate, and review documents. They are also tasked to facilitate requests from the frontline to the issuance section and prepare endorsement to line supervisor.

**Line Supervisor** shall decide on matters that cannot be resolved by the frontline staff and supervise the operation of the PIAC.



**PUBLIC INFORMATION AND ASSISTANCE COUNTER  
PROCESS FLOWCHART of FRONTLINE SERVICES**

**LIST OF GSCWD's  
FRONTLINE  
SERVICES**



Type of Frontline Service	Fees	Forms	Person-in-Charge
1. New Service Connection Application <i>and/or</i> Transfer of Service Connection	P100.00 for Survey Fee, P4,500*- average fee for new service connection	Service Application and Construction Order (SACO) Form, Water Service Connection Contract, Service Request Form	CSA – 2
2. Meter Reconnection Meter Disconnected Temporary Disconnected	P30.00 for Temp Disc. P 80.00 for Meter Disc.	Service Request Form	CSA – 3
3. Request for Temporary Disconnection of Water Meter	None	Service Request Form	CSA – 3

4. Request for Change in Account data and Information	None	Service Request Form	CSA – 3
5. Verification of Water Bill-High Consumption	None	Service Request Form	CSA – 3
6. Verification of Water Bill- Erroneous Reading	None	Service Request Form	Customer Welfare CSA – 3 Meter Readers

7. Request for Meter Test	P 150.00	Service Request Form	Customer Welfare  CSA – 3 Plumber Meter Technician
8. Repair of Water Service Connection Leakages-Before Meter	None	Service Request Form	Customer Welfare  CSA – 3 Plumber
9. Repair of Water Service Connection Leakages-After Meter	None	Service Request Form	Customer Welfare  CSA – 3 Plumber

10. Request for Inspection due to Low Water Pressure or No Water Supply	None	Service Request Form	Customer Welfare CSA – 3 Plumber
11. Payment of Account with Water Bill	Amount Due	Water Bill	Cashiers
12. Payment of Account Without Water Bill	Amount Due	Customer Welfare Payment Form	Customer Welfare Cashiers

# **NEW SERVICE CONNECTION APPLICATION and/or TRANSFER OF SERVICE CONNECTION**

Person(s) who want to avail the water service connection of General Santos City Water District and/or existing customer who want to transfer their existing service connection due to demolition or loss of property.

<b>Schedule of Availability of Service</b>	Monday to Friday - 8:00am to 5:00pm (No Noon Break)
<b>Who may avail the service</b>	All residents of GSC

## **What are the requirements**

**Photocopy of any valid ID**

**GSCWD Policy Orientation**

**Proof of Ownership**

**Barangay Clearance**

**Authorization, if any**



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
New Service Connection Application and/or transfer of service connection	1	Get priority number from the PACD Officer-of-the Day and wait for your number to be called.	Prepare Service Application and Construction Order (SACO)	5 minutes	Officer of the Day/ CSA	None
	2	Fill-up SACO and enlist for orientation	Give basic information on the procedure for the application of new service connection and/or transfer of service connection and write the name of applicant in the orientation list	5 minutes	CSA	None
	3	New Service Applicant attends orientation Schedule of Orientation: 10:00 AM – 11:00 AM / 3:00 - 4:00 P.M. Daily	Conduct Orientation	1 hour	CSA	None
	4	Proceed to the Cashier for payment of Survey Fee	Process payment and issue OR	1 minute	Cashier	P 100.00
	5	Submit SACO to the Public Information and Assistance Counter for survey	Receive SACO and prepare schedule for survey	2 minutes	CSA	None

New Service Connection Application and/or transfer of service connection

6	Wait for 1 day to inspect and survey the area for connection	Conduct Survey	1 day	Surveyor	None
7	<p><b>TO FOLLOW UP ESTIMATE:</b></p> <p>Get priority number from the PACD Officer-of- the-Day ,wait for your number to be called and submit requirements to the Public Information and Assistance Counter after your number was called.</p>	Retrieve SACO, review documents submitted, compute total estimate, prepare forms for signature (Bill of Materials, Service Contract, Promissory Note)	30 minutes	Officer of the Day/ CSA	None
8	Receive and review the estimates	Release the estimate to the applicant	3 minutes	CSA	None
9	Proceed to the Cashier for payment of total estimates	Process payment and issue OR. Indicate in the Bill of Material the Date and Amount of Payment, OR# and if the payment is full or partial.	3 minutes	Cashier	minimum of P1,500.00
10	Present OR to the Public Information and Assistance Counter, Sign the Bill of Material, Service Contract and other requirements	Final review of documents, check documents if properly signed and inform the applicant on the schedule of installation	5 minutes	CSA	None
11	Wait within three working days to install water service connection	Install the Service Connection	5 days	Plumber	None
	<b>END OF TRANSACTION</b>				

# METER RECONNECTION OF DISCONNECTED SERVICE CONNECTION

Reopening of Meter Disconnected Service Connection due to arrears or Temporary Disconnected Accounts

## **Schedule of Availability of Service**

Monday to Friday - 8:00am to 5:00pm (No Noon Break)

## **Who may avail the service**

Disconnected Customer

## **What are the requirements**

Copy of Water Bill



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Meter Reconnection of Disconnected Service Connection	1	Get priority number from the PACD Officer-of-the-day and wait for your number to be called.	Ask for the account name and write the amount to be paid in the payment slip.	5 minutes	Officer of the Day/ CSA	None
	2	Proceed to the Cashier for payment of water bill and corresponding reopening fee	Process payment and issue OR	1 minute	CSA	P30.00 - Temp Disc P 80.00 meter disc.
	3	Present OR to the Public Information and Assistance Counter for the scheduling of reopening of service connection	Print job order for reconnection and submit to dispatching section	4 minutes	CSA	None
	4	Wait within five hours for the reopening of Service Connection	Reopen the Service Connection	5 hours	Plumber	None
		<b>END OF TRANSACTION</b>				

# REQUEST FOR TEMPORARY DISCONNECTION OF WATER METER

Customer whose properties are vacant and has no water user for more than one month are advised to have their service connection temporarily disconnected to avoid monthly minimum billing.

## **Schedule of Availability of Service**

Monday to Friday - 8:00am to 5:00pm (No Noon Break)

## **Who may avail the service**

GSCWD Customer

## **What are the requirements**

- Photocopy of any valid ID
- Fully accomplished Service Request Form

# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Request for Temporary Disconnection of water meter	1	Get priority number from the PACD Officer of the Day and wait for your number to be called.	Receive Service Request Form, verify accounts and advise customer to settle all unpaid bills	5 minutes	Officer of the Day/CSA	None
	2	Proceed to the Cashier for payment of water bill	Process payment and issue OR	1 minute	Cashier	Amount due
	3	Return to the Public Information and Assistance Counter for the scheduling of disconnection	Prepares schedule of disconnection	4 minutes	CSA	None
	4	Wait within two days to temporarily disconnect the service connection	Disconnect Service Connection	2 days	Plumber	None
		<b>END OF TRANSACTION</b>				

# REQUEST FOR CHANGE IN ACCOUNT DATA AND INFORMATION

Customer may request change in account data and information.

## **Schedule of Availability of Service**

Monday to Friday - 8:00am to 5:00pm (No Noon Break)

## **Who may avail the service**

GSCWD Customer

## **What are the requirements**

### **- Fully Accomplished Service Request Form**

### **- Proof of Ownership (Photocopy of any of the following)**

1. Land Title
2. Deed of Sale
3. Waiver of Rights
4. Birth, Marriage or Death Certificate

# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Request for change in account data and information	1	Get priority number from the PACD Officer of the Day and wait for your number to be called.	Review the existing account.	1 minute	Officer of the Day/CSA	None
	2	Present proof of ownership	Verify the documents presented and review	5 minutes	CSA	None
	3	Attend orientation if you do not have active service connection	Conduct orientation	1 hour	CSA	None
	4	Sign the Service Connection Contract	Update the records of the customer	2 minutes	CSA	None
		<b>END OF TRANSACTION</b>				



# VERIFICATION OF WATER BILL- HIGH CONSUMPTION

Customer may request for inspection of water service connection if the water billed resulted to an abrupt increase in water consumption. This is to determine the possible causes of high consumption.

## **Schedule of Availability of Service**

Monday to Friday - 8:00am to 5:00pm (No Noon Break)

## **Who may avail the service**

GSCWD Customer

## **What are the requirements**

None



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Verification of Water Bill- High Consumption	1	Get priority number from the PACD Officer of the day and wait for your number to be called.	Review the existing account.	1 minute	Officer of the Day/ CSA	None
	2	Provide additional data/information to frontline staff	Conduct preliminary evaluation, review consumption history.	10 minutes	CSA	None
	3	Get the schedule of inspection from the frontline staff	Advise customer on the schedule of inspection and repair	5 minutes	CSA	None
	4	Wait within eight hours for the inspection	Conduct inspection and advise customer on the findings	8 hours	Plumber / Inspector	None
		<b>END OF TRANSACTION</b>				

# VERIFICATION OF WATER BILL- ERRONEOUS BILLING

Customer may request to verify water bill if due to erroneous billing.

## **Schedule of Availability of Service**

Monday to Friday - 8:00am to 5:00pm (No Noon Break)

## **Who may avail the service**

GSCWD Customer

## **What are the requirements**

Latest Water Bill



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Verification of Water Bill- Erroneous Billing	1	Get priority number from the PACD Officer of the Day and wait for your number to be called	Review the existing account	1 minute	Officer of the Day/ CSA	None
	2	Provide additional data/ Information to frontline staff	Review consumption history, and verify water billed against actual meter reading. Write the correct billing and forward the findings to Supervisor for approval	15 minutes	CSA	None
	3	Proceed to the Cashier for payment of corrected water bill	Process Payment and issue OR	1 minute	Cashier	Amount due
		<b>END OF TRANSACTION</b>				

# REQUEST FOR METER TEST

Customer may avail of this service to check the efficiency of his/her water meter because of abnormal water consumption.

## **Schedule of Availability of Service**

Monday to Friday - 8:00am to 5:00pm (No Noon Break)

## **Who may avail the service**

GSCWD Customer

## **What are the requirements**

Latest Water Bill



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Request for Meter Test	1	Get priority number from the PACD Officer of-the-day and wait for your number to be called.	Review the existing account	1 minute	Officer of the Day/ CSA	None
	2	Provide additional data/information to Frontline Staff	Retrieve customer files, conduct preliminary evaluation and verification	5 minutes	CSA	None
	3	Proceed to the Cashier for payment of meter testing fee	Process payment and issue OR	1 minute	Cashier	P150.00
	4	Present OR to the Public Information and Assistance Counter (PIAC) for the schedule of meter pull-out	Advise customer on the schedule of meter pull-out	2 minutes	CSA	None
	5	Wait within two days for water meter pull-out	Pull-out meter for testing and install temporary meter	2 days	Plumber/ Instrument Technician	None
	1	<b>TO FOLLOW-UP THE RESULT OF METER TEST:</b> Get priority number from the PACD Officer-of-the-day and wait for your number to be called.	Retrieve and review the result of meter test, inform the customer on the result and the recommended action	15 minutes	CSA	None
		Wait within one day for the				

# REPAIR OF WATER SERVICE CONNECTION LEAKAGES – BEFORE METER

Complaints on leakages noted on service line before the meter.

<b>Schedule of Availability of Service</b>	Monday to Friday - 8:00am to 5:00pm (No Noon Break)
<b>Who may avail the service</b>	GSCWD Customer
<b>What are the requirements</b>	None



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Repair of water service connection leakages-before meter	1	<p><b>For walk-in customer :</b> Get priority number from the PACD Officer-of-the-day and wait for your number to be called.</p> <p><b>For Service Requests accepted through phone:</b> Give complete details as to the type of service requests</p>	<p>Receive Service Request Form and review the existing account</p> <p>Ask the customer information to address his/her service request. Frontline staff or guard on duty fills up the form</p>	<p>1 minute</p> <p>10 minutes</p>	<p>Officer of the Day/ CSA</p> <p>CSA/ Guard on Duty</p>	<p>None</p> <p>None</p>
	2	Get the schedule of inspection from the frontline staff	<p>Frontline Staff: Advise customer on the schedule of inspection and repair</p> <p>Guard on Duty: Inform Maintenance Personnel on the request</p>	2 minutes	CSA / Guard on Duty	None
	3	Wait within one day for the inspection and repair of leaks	Conduct inspection and repair	1 day	Plumber	None
		<b>END OF TRANSACTION</b>				



# REPAIR OF WATER SERVICE CONNECTION LEAKAGES – AFTER METER

Complaints on leakages noted on service line after the meter.

<b>Schedule of Availability of Service</b>	Monday to Friday - 8:00am to 5:00pm (No Noon Break)
<b>Who may avail the service</b>	GSCWD Customer
<b>What are the requirements</b>	None



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees	
Pair of service connection leakages – after meter	1	<p><b>For walk-in customer:</b> Get priority number from the PACD Officer-of-the-day and wait for your number to be called.</p> <p><b>For Service Requests accepted through phone:</b> Give complete details as to the type of service requests</p>	<p>Review the existing account</p> <p>Ask the customer information needed to address his/her service request. Frontline staff / guard on duty fills up the form</p>	<p>1 minute</p> <p>10 minutes</p>	<p>Officer of the Day/ CSA</p> <p>CSA/ Guard on Duty</p>	<p>None</p> <p>None</p>	
	2	Provide additional information to frontline staff.	Retrieve customer files, conduct preliminary evaluation and verification	10 minutes	CSA	None	
	3	Get the schedule of inspection from the frontline staff	<p>Frontline Staff: Advise customer on the schedule of inspection</p> <p>Guard on Duty: Inform Maintenance Personnel on the request</p>	2 minutes	CSA / Guard on Duty	None	
	4	Wait within one day for the inspection and estimates	Conduct inspection and estimates	1 day	Plumber/Inspector	None	
		<b>TO FOLLOW-UP TOTAL ESTIMATES</b>					
		Get priority number from the	Retrieve documents and compute for final	15 minutes	CSA	None	

# REQUEST FOR INSPECTION DUE TO LOW WATER PRESSURE OR NO WATER SUPPLY

Concessionaire may request for an inspection of service line due to low water pressure or no water supply.

**Schedule of Availability of Service** Monday to Sunday (24/7)

**Who may avail the service** GSCWD Customer

**What are the requirements** None



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Request for Inspection due to Low Water Pressure or No Water Supply	1	<b>For walk-in customer :</b> Get priority number from the PACD Officer-of-the -day and wait for your number to be called.	Review the existing account	1 minute	Officer of the Day/CSA	None
		<b>For Service Requests accepted through phone:</b> Give complete details as to the type of service requests	Ask the customer information needed to address his/her service request. Frontline staff / guard on duty fills up the form	10 minutes	CSA/ Guard on Duty	
	2	Provide additional data/ information to frontline staff	Retrieve customer files, conduct preliminary evaluation and verification	10minutes	CSA	None
	3	Get the schedule of inspection from the frontline staff	Frontline Staff: Advise customer on the schedule of inspection Guard on Duty: Inform Maintenance Personnel on the request	2 minutes	CSA / Guard on Duty	None
	4	Wait within four hours for the inspection	Conduct inspection	4 hours	Plumber	None
	<b>END OF TRANSACTION</b>					

# PAYMENT OF ACCOUNTS WITHOUT WATER BILL

Customers solely paying their account without water bill.

## **Schedule of Availability of Service**

Monday to Sunday (24/7)

## **Who may avail the service**

GSCWD Customer

## **What are the requirements**

Customer Welfare (CW)  
Payment Form

# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Payment of Accounts	1	Get priority number from the PACD Officer-of-the-Day for Customer Welfare transaction and wait for your number to be flashed on the queuing machine.	PACD Officer-of-the-day releases priority number	10 seconds	Officer of the Day	None
	2	Once your number is shown, proceed to the assigned Customer Service Assistant for the CW Payment Form indicating your water bill.	Customer Service Assistant releases the payment form with the corresponding amount/bill	1 minute	Cashier	Amount due
	3	Get another priority number from the PACD Officer-of-the-day for the payment transaction	PACD Officer-of-the-day releases priority number	10 seconds	Officer-of-the-day	None
	4	Once your number is shown, proceed to the Cashier for payment of water bill	Process payment and issue OR	1 minute	Cashier	Amount due
		<b>END OF TRANSACTION</b>				

# PAYMENT OF ACCOUNTS WITH WATER BILL

Customers solely paying their water bill account.

## **Schedule of Availability of Service**

Monday to Friday- 7:30 am to 5:00 pm (No Noon Break)

## **Who may avail the service**

GSCWD Customer

## **What are the requirements**

Water Bill



# HOW TO AVAIL THE SERVICE

Service	Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-charge	Fees
Payment of Accounts	1	Get priority number from the PACD Officer of the Day and wait for your number to be flashed on the queuing machine.	PACD Officer-of-the-day releases priority number	10 seconds	Officer of the Day	None
	2	Once your number is shown, proceed to the Cashier for payment of water bill	Process payment and issue OR	1 minute	Cashier	Amount due
	<b>END OF TRANSACTION</b>					



**“A CUSTOMER is the most important visitor on our premises.  
He is not dependent on us;  
We are dependent on him. He is not an interruption on our work;  
He is the purpose of it. He is not an outsider on our business;  
He is the part of it. We are not doing him a favor by serving him;  
He is doing a favor by giving us an opportunity to do so.”**

