

# CITIZEN'S CHARTER



Approved and adopted by GSCWD Board of Directors as per Board  
Resolution no. 48, series of 2009 dated August 5, 2009.

2025, 1<sup>st</sup> Edition

## FOREWORD

In response to the Government's mandate to comply on the national policy on Anti-Red Tape (RA 9485) and Ease of Doing Business (RA 11032), General Santos City Water District has responsibly endeavored the creation of its Citizen's Charter. This is the Office's manual to channel its service standards of the frontline services to its valued clients as well as its internal services for its employees.

Further, these appropriate measures ensure transparency and efficiency in the delivery of public service thereby discouraging corruption and other bureaucratic red tape that beset old culture of government service.

Convenience in doing transaction with our Office is our prime consideration as we revisit our flow of frontline transaction. Hence, General Santos City Water District has adopted various modifications and has implemented revisions for the achievement of our objective.

With the establishment of GSCWD Citizen's Charter, the transacting public is now assured of an effective and efficient turnaround of the water service delivery.



**Francisco R. Alolod, Jr., CPA, CESE**  
**Acting General Manager, GSCWD**

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## VISION

The leading water utility and Septage Management service provider while upholding environmental stewardship and sustainability.

## MISSION

We commit to fulfill our 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.

## QUALITY POLICY

The General Santos City Water District is a water service provider committed to the highest standards in furtherance of its mission in providing safe, potable and reliable water service to the public. In order to ensure quality of service, we, as a team, will practice the following principles:

- **Adapt new systems and procedures for continuous, efficient and innovative services to obtain highest customer satisfaction possible.**
- **Conscientiously adhere to service standards and strive for excellence towards operational efficiency in customer service.**
- **Comply with all applicable statutory and legal requirements.**
- **Provide well-balanced communication to all employees and stakeholders.**
- **Engage competent personnel and provide continuous personnel training and development.**
- **Consistently implement all the controls identified in all our processes.**

## PERFORMANCE PLEDGE

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

## SAFE WATER

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

**Adapt and introduce new systems and Procedures for continuous efficiency and innovative services;**

**Facilitate inquiries and complaints and ensure immediate action and resolution; and**

**Empower our customers' access to information on policies, programs, procedures, rules and regulations, activities and services.**

## SAFE Water...Our Thrust, Our Service, Our Commitment.

Serve our customers with utmost respect and dedication imbued with 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-abled, 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.
- 

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
- 

Facilitate inquiries and complaints and ensure immediate action and resolution.

- We will respond to your needs promptly and efficiently from Mondays to Fridays, 7:30 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.

Empower 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)), Facebook page (GSC Water District), and hotline numbers (083)552-3824, (083)301-3835.
- 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 Numbers: (083) 552-3824, (083) 301-3835

Call these other numbers 553-4960, 554-7231, 554-7231, 301-0542 connecting all Departments;

Text us at 0998-848-5714 / 0998-530-7893 / 0917-704-9979 / 0917-704-9867

Send your feedback through e-mail at

[gscwaterdistrict@yahoo.com](mailto:gscwaterdistrict@yahoo.com)

Visit our website at [gensanwater.gov.ph](http://gensanwater.gov.ph) or

Like us on [facebook.com/gscwaterdistrict](https://www.facebook.com/gscwaterdistrict)

Contact Civil Service Commission CSC Trunklines : 8931-8092 / 8931-7939 / 8931-7935, Text CSC : 0917-839-8272 | Para sa taumBAYAN hotline : 8951-2575 / 8951-2576 / 8932-0111

Or Civil Service Commission Sargen Field Office

**Director II Edna C. Nebrija-Mahinay**

CSC Field Office - Sarangani

Provincial Capitol Compound, Alabel, Sarangani Province

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[cscfo\\_sargen@yahoo.com](mailto:cscfo_sargen@yahoo.com)

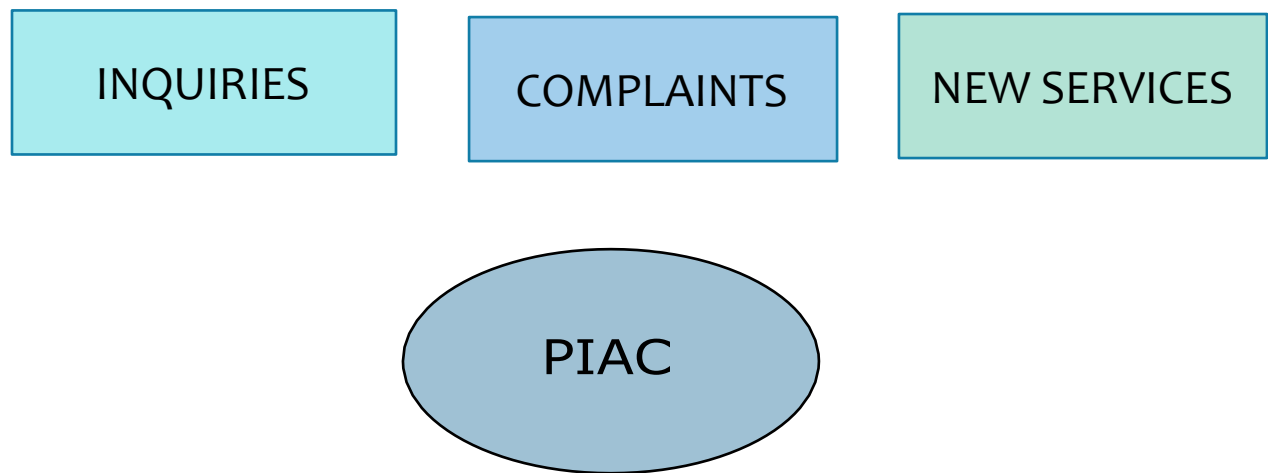
We will strive to provide an immediate response to all your inquiries, feedbacks, and complaints, written or verbal.

## The Public Information and Assistance Counter (PIAC)

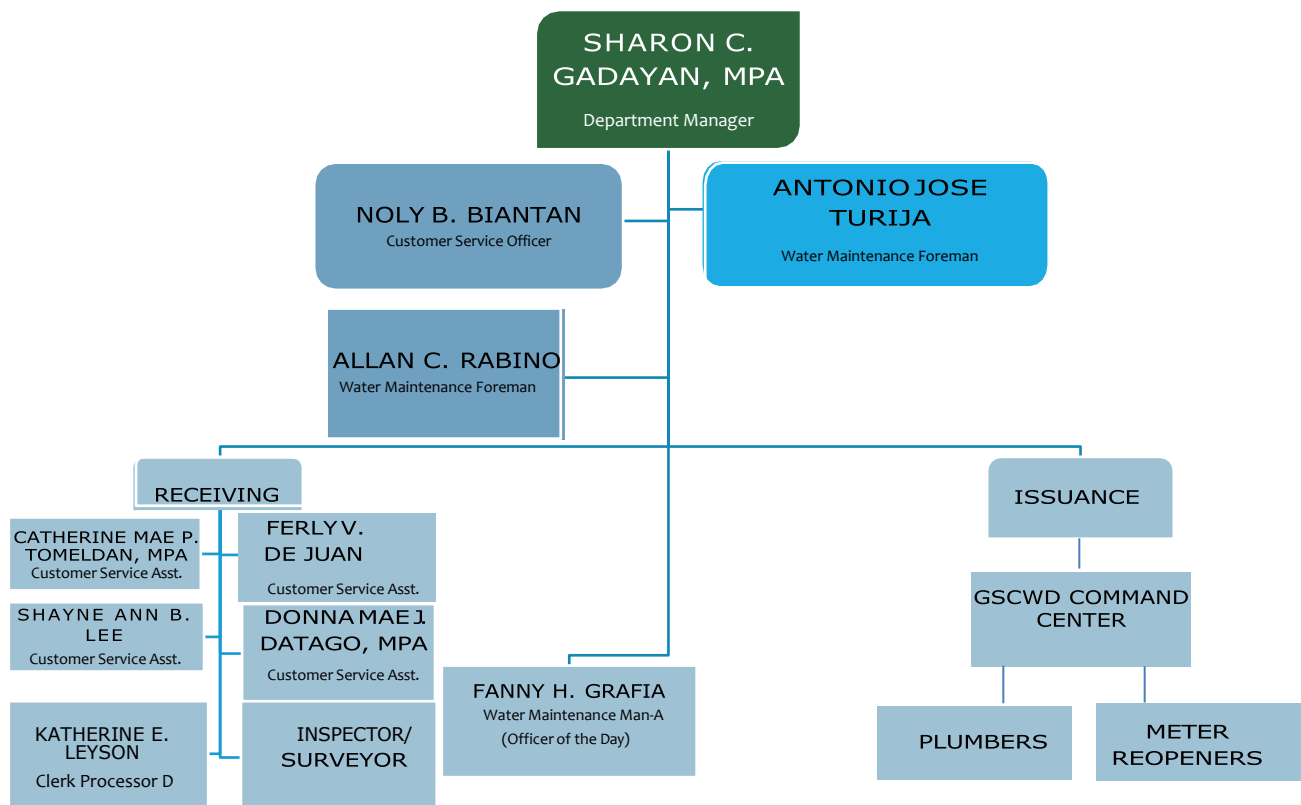
The Public Information and Assistance Counter (PIAC) is a centralized (One-Stop-Shop) counter designed to handle speedy resolution of customer concerns. It is composed of the Commercial Department Staff, who are well-trained to answer complaints and inquiries of the District's frontline services.

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 PIAC.



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



## Duties and Function of PIAC Staff

- **Frontline staff** shall receive, interact, communicate, record and provides 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.





## LIST OF GSCWD EXTERNAL SERVICES

Type of Frontline Service	Requirements	Fees	Forms	Person-in-Charge	Classification	Responsible Division
<b>New Service Connection Application and/or Transfer of Service Connection</b>	-Proof of Lot Ownership E-copy of -Land Title -Brgy. Clearance -Photocopy of any valid ID -GSCWD Policy Orientation -Authorization (if required)	P150.00 for Survey Fee, P7,500*-average fee for new service connection	Service Application and Construction Order (SACO) Form, Water Service Connection Contract, Service Request Form	CSA-2	Simple	CCNSC
<b>Meter Reconnection</b> <b>Meter Disconnected</b> <b>Temporary Disconnected</b>	None  Valid ID	P100.00 for Temp. Disc.  P180.00 for Meter Disc.	Payment Form	CSA-3	Simple	CCNSC
<b>Request for Temporary Disconnection of Water Meter</b>	Authorization Letter (If the requesting party is a representative)  Photocopy of any valid ID	None	None	CSA-3	Simple	CCNSC
<b>Request for Change in Account Data and Information</b>	Proof of Lot Ownership, Current & Previous Owners' Valid ID, GSCWD Policy Orientation (if applicable)	None	Change of Account Name of Request Form (COANR)	CSA-3	Simple	CCNSC
<b>Verification of Water Bill- High Consumption</b>	None	None	None	CSA-3	Simple	CCNSC
<b>Verification of Water Bill/Erroneous Reading</b>	Latest Water Bill	None	None	CSA-3 Meter Readers	Simple	CCNSC



Type of Frontline Service	Requirements	Fees	Forms	Person-in-Charge	Classification	Responsible Division
Request for Meter Test	Latest Water Bill	P150.00 for meter test	Payment Form Service Requests	Customer Welfare CSA-3 Plumber Meter Technician	Simple	CCNSC/BLDG
Services Requested Through Phone Calls	None	None	None	GCC Personnel-6	Simple	CSD/BAD
E-Payment Collection	Transaction Report from payment/collecting centers	Bill Amount Service Charge	None	CSA-1	Simple	CSD
Repair of Water Service Connection Leakages	None	None	None	Customer Welfare CSA-3 Plumber	Simple	PAMD
Request for Inspection due to Low Water Pressure or No Water	None	None	None	Customer Welfare CSA-3 Plumber	Simple	PAMD
Installation of New Service Provision/Connection (2"Ø and above)	Technical Documents	P2,000.00	Planning & Design Job Request Form	PDD Staff	Simple	PDD



<b>Request for Pipeline Extension/ System Improvement</b>	Technical Documents	None	Planning & Design Job Request Form	PDD Staff	Complex	PDD
<b>Request for Pipeline Extension/ Developer</b>	Technical Documents	None	Planning & Design Job Request Form	PDD Staff	Complex	PDD
<b>Repair of Transmission Line (steel) Leakages</b>	None	None	None	WDRD Staff	Simple	WDRD
<b>Repair of Distribution Line (uPVC) Leakages</b>	None	None	None	WDRD Staff	Simple	WDRD
<b>Payment Of Accounts with Water Bill</b>	Water Bill	Water Bill Amount Due	None	Cashier	Simple	FMD
<b>Payment of Accounts without Water Bill</b>	Payment Form	None	None	Cashier	Simple	CCNSC/FMD
<b>Request for Microbiological Analysis of Water</b>	None	Depends on the type of test	Schedule Slip & Request Form	Laboratory Staff, Medical, Technologist and Cashier	Complex	LABORATORY



Request for Tree Growing Activity	Letter of Intent	None	None	Watershed Forester	Simple	EMD
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## 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.

**Department:** Commercial Services Department/Customer Care & New Service Connection Division  
**Classification:** Simple  
**Type of Transaction:** G2G- Government to Government, G2B – Government to Business, G2C Government to Citizen  
**Who May Avail:** All General Santos City Residents, Government Offices & Commercial Establishments

Item	Checklist of Requirements	Where To Secure
1	<b>Barangay Certification</b> (Original Copy) <ul style="list-style-type: none"> <li>Issued by the Barangay where the Service Connection is to be installed, with the certification in the applicant's name</li> <li>Applicants in Subdivision with Developer are not required to submit.</li> </ul>	Barangay Hall
2	<b>Proof of Lot Ownership</b> (Clear Photocopy of any of the following documents) <ul style="list-style-type: none"> <li>Lot Title</li> <li>Updated Tax Declaration of Real Property (<i>Land Assessment</i>)</li> </ul> <b>Notarized Copies of the Following Documents:</b> <ul style="list-style-type: none"> <li>Affidavit of Undertaking (for Informal Settlers)</li> <li>Conditional Deed of Sale / Contract to Sell</li> <li>Deed of Absolute Sale / DOS with Assumption of Mortgage</li> <li>Deed of Donation/Deed of Conveyance/Deed of Assignment</li> <li>Extra-Judicial Settlement</li> <li>Lease of Contract / Lease of Agreement</li> <li>Transfer of Rights / Waiver of Rights</li> <li>Affidavit of Self-Adjudication</li> </ul> <b>Certificate of Ownership (Photocopy):</b> <ul style="list-style-type: none"> <li>CARP / DAR Beneficiary Certificate</li> <li>Certificate from Board of Liquidators</li> </ul> <b>Original Copy Issued in the Current Year of any of the following:</b> <ul style="list-style-type: none"> <li>DENR-CENRO Certificate (<i>Actual &amp; In-possession</i>)</li> <li>City Housing Certificate / Certificate of Award</li> </ul>	Registry of Deeds City/Municipal Assessor's Office  Notary Public/GSCWD Office Notary Public Notary Public Notary Public Notary Public Notary Public Notary Public Notary Public Notary Public  DAR Board of Liquidators Office  DENR/CENRO  City Housing Office/NHA



	<p>from Government</p> <ul style="list-style-type: none"> <li>Developer's Certificate, Sketch Plan and Certificate of Occupancy (set)</li> <li>Homeowner's Association Certificate (<i>Registered in GSCWD</i>)</li> <li>National Housing Authority Certificate</li> <li>Certificate from Tribal Chieftain / City Indigenous People (IP) Certificate</li> </ul> <p><b>For AGAN DEVELOPER</b></p> <ul style="list-style-type: none"> <li>Developer's Certificate, Cert. of Occupancy &amp; Sketch Plan + DOS Between PAG-IBIG &amp; AGAN + CDOS Between PAG-IBIG &amp; LOT OWNER</li> </ul> <p><b>For Government Project (Temporary Connection)</b></p> <ul style="list-style-type: none"> <li>Project Contract Between LGU-CEO/DPWH and the Contractor</li> <li>Project Contract and/or Endorsement from the Project Owner/Entity</li> </ul>	<p>Developer's Office/OBO</p> <p>Homeowners Association</p> <p>NHA Regional or Central Office Barangay Tribal Chieftain Office/NCIP</p> <p>AGAN Developer Office PAG-IBIG Fund Office</p> <p>LGU-CEO/DPWH/Contractor</p> <p>Project Owner's Office</p>
3	<p><b>Photocopy of Any Government-Issued Valid ID</b></p> <p>Please provide a clear photocopy (not expired and 3 specimen signatures) of a government-issued ID for the following individuals: Applicant, Representative, Lot Owner, &amp; Service Line Owner. Accepted IDs include:</p> <ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> <li>Passport</li> <li>PRC License</li> <li>SSS ID</li> <li>GSIS ID (UMID)</li> <li>Voter's ID/Voter's Certification</li> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture)</li> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number)</li> <li>Postal ID</li> <li>Senior Citizen's ID</li> <li>PWD ID / Solo Parent ID</li> <li>Driver's License/Temporary Driver's License (LTO S.I must be presented together with old Driver's License; S.I. alone is not allowed) / Student Driver's Permit</li> <li>Company/Office ID</li> <li>School ID</li> <li>Police Clearance/Police Clearance Certificate (with picture)</li> <li>NBI Clearance</li> <li>Alien certificate of Registration Identity Card (ACR I-CARD)</li> </ul>	<p>PSA DFA PRC SSS GSIS COMELEC BIR</p> <p>PhilHealth</p> <p>PhilPost Office of the Senior Citizen's Affair Social Welfare and Development Office LTO</p> <p>Requesting Party's Company/Office Requesting Party's School PNP</p> <p>NBI Bureau of Immigration</p>



4	<p><b>New Service Application Orientation</b></p> <ul style="list-style-type: none"> <li>• New applicants must secure an orientation schedule at least one (1) day before their chosen date and time.</li> <li>• Representation in the orientation is limited to one (1) applicant only.</li> <li>• For AGAN Developer Applicants: Only immediate family members are permitted to attend the orientation.</li> <li>• The orientation is valid for six (6) months from the date of attendance.</li> <li>• Applicants are advised to arrive before the scheduled time.</li> <li>• Latecomers will not be permitted to join the orientation session.</li> </ul> <p>Orientation Schedule</p> <ul style="list-style-type: none"> <li>• <b>Days:</b> Monday to Friday</li> <li>• <b>Morning Session:</b> 9:00 AM</li> <li>• <b>Afternoon Session:</b> 1:00 PM</li> </ul>	GSCWD Office
5	<p><b>Supporting Documents, if Necessary</b></p> <ul style="list-style-type: none"> <li>• Authorization to Process (GSCWD Form)</li> <li>• Authorization of Lot Owner (GSCWD Form)</li> <li>• Authorization to Tap (GSCWD Form)</li> <li>• Special/General Power of Attorney (For Water Connection Purpose)</li> <li>• Notarized Secretary Certificate (For Water Connection Purpose)</li> <li>• Authorization Letter from Head of the Office/Agency</li> <li>• Certificate of Appointment/Board Resolution</li> <li>• General Information Sheet/Certificate of Incorporation/Business Permit</li> <li>• Birth/Marriage/Death Certificate</li> <li>• Barangay Certification for Informal Settlers</li> <li>• Barangay Certification for Verification of Same Address (Rezoning, Reblocking, Change of Name Address)</li> <li>• Notarized Affidavit of Name Correction/ One and the Same Person/Discrepancy/Affidavit of Explanation</li> <li>• Notarized Sworn Statement of Surviving Legal Heirs/Affidavit of Ownership</li> <li>• Notarized proof of Payment (Indicating Transfer or Sale of Property)</li> <li>• Court Order of Final Judgement of Ownership</li> </ul>	<p>GSCWD Office GSCWD Office GSCWD Office Notary Public</p> <p>Corporation or Organization's Secretary Office Head of Office/Agency Relevant Office/Agency SEC/BPLO</p> <p>PSA/LCR Barangay Hall Barangay Hall</p> <p>Notary Public</p> <p>Notary Public</p> <p>Notary Public</p> <p>Clerk of Court's Office/ROD</p>

## Duration

- 1 day, 53 minutes – processing of application and site inspection
- 3 days (maximum) – installation of new service connection

## How to avail the service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for New Service Connection Application	Prepares Service Application and Construction Order (SACO)	5 minutes	CSA	NONE
2	Fill-up SACO and enlist for orientation	Gives 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 at GSCWD Orientation Room (Orientation Schedules: 9:00AM-10:00AM/1:00PM-2:00PM Daily)	Conducts Orientation	1 hour	CSA	NONE
4	Proceed to the Cashier for payment of Survey Fee	Processes payment and issue Service Invoice	1 minute	Cashier	P150.00 (Survey Fee)
5	Submit SACO to the New Service Application (NSA) Section for survey	Receives SACO and prepares schedule for survey	2 minutes	CSA	None
6	Wait for 1 day to inspect and survey the area for connection	Conducts survey	1 day	Surveyor	None
7	To follow up estimate: Get priority number from the PACD Officer-of-the-Day, wait for your number to be called and submit requirements to the PIAC after your number was called.	Retrieves SACO, reviews documents submitted, computes total estimate, prepares forms for signature (Bill of Materials, Service Contract, Promissory Note)	30 minutes	Officer of the Day/CSA	None





8	Receive and review the estimates	Releases the estimate to the applicant	3 minutes	CSA	None
9	Proceed to the cashier for payment of total estimates	Processes payment/ issues Service Invoice <i>*In the Bill of Materials, indicates the Payment date, amount of payment, SI#, and whether the payment is full or partial.</i>	3 minutes	Cashier	Minimum of P7,500.00 (Service Connection Fee)
10	Present Service Invoice to the PIAC, Sign the Bill of Material, Service Contract and other requirements	Reviews the documents if properly signed and informs the applicant on the schedule of installation	5 minutes	CSA	None
11	Wait within three (3) working days to install water service connection	Installs the Service Connection	3 days	Plumber	None
TOTAL:			4 days, 2 hrs. & 24 minutes		
END OF TRANSACTION					



## Meter Reconnection of Disconnected Service Connection

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

**Department:** Commercial Services Department/Customer Care & New Service Connection  
**Division:**  
**Classification:** Simple  
**Type of Transaction:** G2G - Government to Citizen  
**Who May Avail:** Disconnected Customers

Item	Checklist of Requirements (Applicable only for disconnected accounts beyond 6 months, otherwise, no requirement is needed)	Where To Secure
1	<p><b>Proof of Lot Ownership</b> (Clear Photocopy of any of the following documents)</p> <ul style="list-style-type: none"> <li>Lot Title</li> <li>Updated Tax Declaration of Real Property (<i>Land Assessment</i>)</li> </ul> <p><b>Notarized Copies of the Following Documents:</b></p> <ul style="list-style-type: none"> <li>Affidavit of Undertaking (for Informal Settlers)</li> <li>Conditional Deed of Sale / Contract to Sell</li> <li>Deed of Absolute Sale / DOS with Assumption of Mortgage</li> <li>Deed of Donation/Deed of Conveyance/Deed of Assignment</li> <li>Extra-Judicial Settlement</li> <li>Lease of Contract / Lease of Agreement</li> <li>Transfer of Rights / Waiver of Rights</li> <li>Affidavit of Self-Adjudication</li> </ul> <p><b>Certificate of Ownership (Photocopy):</b></p> <ul style="list-style-type: none"> <li>CARP / DAR Beneficiary Certificate</li> <li>Certificate from Board of Liquidators</li> </ul> <p><b>Original Copy Issued in the Current Year of any of the following:</b></p> <ul style="list-style-type: none"> <li>DENR-CENRO Certificate (<i>Actual &amp; In-possession</i>)</li> <li>City Housing Certificate / Certificate of Award from Government</li> <li>Developer's Certificate, Sketch Plan and Certificate of Occupancy (set)</li> <li>Homeowner's Association Certificate (<i>Registered in GSCWD</i>)</li> <li>National Housing Authority Certificate</li> <li>Certificate from Tribal Chieftain / City Indigenous People (IP) Certificate</li> </ul> <p><b>For AGAN DEVELOPER</b></p> <ul style="list-style-type: none"> <li>Developer's Certificate, Cert. of Occupancy &amp; Sketch Plan + DOS Between PAG-IBIG &amp; AGAN + CDOS Between PAG-IBIG &amp; LOT OWNER</li> </ul>	<p>Registry of Deeds  City/Municipal Assessor's Office</p> <p>Notary Public/GSCWD Office  Notary Public  Notary Public</p> <p>Notary Public</p> <p>Notary Public  Notary Public  Notary Public  Notary Public</p> <p>DAR  Board of Liquidators Office</p> <p>DENR/CENRO</p> <p>City Housing Office/NHA</p> <p>Developer's Office/OBO</p> <p>Homeowners Association</p> <p>NHA Regional or Central Office  Barangay Tribal Chieftain Office/NCIP</p> <p>AGAN Developer Office  PAG-IBIG Fund Office</p>



	<b>For Government Project (Temporary Connection)</b> <ul style="list-style-type: none"> <li>Project Contract Between LGU-CEO/DPWH and the Contractor</li> <li>Project Contract and/or Endorsement from the Project Owner/Entity</li> </ul>	LGU-CEO/DPWH/Contractor  Project Owner's Office
3	<b>Photocopy of Any Government-Issued Valid ID</b> Please provide a clear photocopy (not expired and 3 specimen signatures) of a government-issued ID for the following individuals: Applicant, Representative, Lot Owner, & Service Line Owner. Accepted IDs include: <ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> <li>Passport</li> <li>PRC License</li> <li>SSS ID</li> <li>GSIS ID (UMID)</li> <li>Voter's ID/Voter's Certification</li> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture)</li> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number)</li> <li>Postal ID</li> <li>Senior Citizen's ID</li> <li>PWD ID / Solo Parent ID</li> <li>Driver's License/Temporary Driver's License (LTO S.I must be presented together with old Driver's License; S.I. alone is not allowed) / Student Driver's Permit</li> <li>Company/Office ID</li> <li>School ID</li> <li>Police Clearance/Police Clearance Certificate (with picture)</li> <li>NBI Clearance</li> <li>Alien certificate of Registration Identity Card (ACR I-CARD)</li> </ul>	PSA DFA PRC SSS GSIS COMELEC BIR  PhilHealth  PhilPost Office of the Senior Citizen's Affair Social Welfare and Development Office LTO  Requesting Party's Company/Office Requesting Party's School PNP  NBI Bureau of Immigration
4	<b>Supporting Documents, if Necessary</b> <ul style="list-style-type: none"> <li>Authorization to Process Reconnection</li> <li>Authorization of Lot Owner (GSCWD Form)</li> <li>Authorization to Tap (GSCWD Form)</li> <li>Special/General Power of Attorney (Reconnection Purpose)</li> <li>Notarized Secretary Certificate (Reconnection Purpose)</li> <li>Authorization Letter from Head of the Office/Agency</li> <li>Certificate of Appointment/Board Resolution</li> <li>General Information Sheet/Certificate of Incorporation/Business Permit</li> </ul>	Requesting Party (Owner) GSCWD Office GSCWD Office Notary Public  Corporation or Organization's Secretary Office Head of Office/Agency Relevant Office/Agency SEC/BPLO



	<ul style="list-style-type: none"> <li>• Birth/Marriage/Death Certificate</li> <li>• Barangay Certification for Informal Settlers</li> <li>• Notarized Affidavit of Name Correction/ One and the Same Person/Discrepancy/Affidavit of Explanation</li> <li>• Notarized Sworn Statement of Surviving Legal Heirs/Affidavit of Ownership</li> <li>• Notarized proof of Payment (Indicating Transfer or Sale of Property)</li> <li>• Court Order of Final Judgement of Ownership</li> </ul>	PSA/LCR Barangay Hall Notary Public Notary Public  Notary Public  Notary Public  Clerk of Court's Office/ROD
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### Duration

- Six (6) minutes -Processing of Request for Meter Reconnection
- Four (4) hours - allowable time for Meter Reconnection

### How to avail the Service:

Step	Client/Applicant	Service Provider	Duration of Activity	Person-in-Charge	Fees
1	Request payment form for reconnection of water line	Ask for the account name and write the amount to be paid in the payment form.	5 minutes	CSA	None
2	Proceed to the cashier for payment of water bill and corresponding reopening fee	Process payment and issue Service Invoice <i>**after payment, it will automatically reflect in the SRMS for immediate dispatching by the GCC</i>	1 minute	CSA/GCC	P100.00-Temp. Disc. P180.00 Meter Disc.
3	Wait within five (4) hours for the reopening of Service Connection	Reopen the Service Connection	4 hours	Plumber	None
TOTAL:			4 hours, 6 mins		
END OF TRANSACTION					



## 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.

**Department:** Commercial Services Department/Customer Care & New Service Connection Division  
**Classification:** Simple  
**Type of Transaction:** G2G - Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	<p><b>Photocopy of Any Government-Issued Valid ID</b>  Please provide a clear photocopy (not expired and 3 specimen signatures) of a government-issued ID for the following individuals: Applicant, Representative, Lot Owner, &amp; Service Line Owner.  Accepted IDs include:</p> <ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> <li>Passport</li> <li>PRC License</li> <li>SSS ID</li> <li>GSIS ID (UMID)</li> <li>Voter's ID/Voter's Certification</li> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture)</li> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number)</li> <li>Postal ID</li> <li>Senior Citizen's ID</li> <li>PWD ID / Solo Parent ID</li> <li>Driver's License/Temporary Driver's License (LTO S.I must be presented together with old Driver's License; S.I. alone is not allowed) / Student Driver's Permit</li> <li>Company/Office ID</li> <li>School ID</li> <li>Police Clearance/Police Clearance Certificate (with picture)</li> <li>NBI Clearance</li> <li>Alien certificate of Registration Identity Card (ACR I-CARD)</li> </ul>	<p>PSA  DFA  PRC  SSS  GSIS  COMELEC  BIR</p> <p>PhilHealth</p> <p>PhilPost  Office of the Senior Citizen's Affairs  Social Welfare and Development Office  LTO</p> <p>Requesting Party's Company/Office  Requesting Party's School  PNP</p> <p>NBI  Bureau of Immigration</p>
4	<p><b>Supporting Documents, if Necessary</b></p> <ul style="list-style-type: none"> <li>Authorization to Process Request for Temporary Disconnection</li> <li>Authorization of Lot Owner (GSCWD Form)</li> <li>Special/General Power of Attorney (Request for Temporary Disconnection Purpose)</li> <li>Notarized Secretary Certificate (Request for</li> </ul>	<p>Requesting Party (Owner)</p> <p>GSCWD Office  Notary Public</p> <p>Corporation or Organization's Secretary</p>



	Temporary Disconnection Purpose) <ul style="list-style-type: none"> <li>• Authorization Letter from Head of the Office/Agency</li> <li>• Certificate of Appointment/Board Resolution</li> <li>• General Information Sheet/Certificate of Incorporation/Business Permit</li> <li>• Birth/Marriage/Death Certificate</li> <li>• Barangay Certification for Informal Settlers</li> <li>• Notarized Affidavit of Name Correction/ One and the Same Person/Discrepancy/Affidavit of Explanation</li> <li>• Notarized Sworn Statement of Surviving Legal Heirs/Affidavit of Ownership</li> <li>• Notarized proof of Payment (Indicating Transfer or Sale of Property)</li> <li>• Court Order of Final Judgement of Ownership</li> </ul>	Office Head of Office/Agency Relevant Office/Agency SEC/BPLO  PSA/LCR Barangay Hall Notary Public  Notary Public  Notary Public  Clerk of Court's Office/ROD
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**Duration:**

- Ten (10) minutes -Processing of Request for Temporary Disconnection
- Two (2) days - allowable time for Temporary Disconnection

**How to avail the Service:**

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for Temporary Disconnection of Water line.	Ask for the account name and write the amount to be paid in the payment form.	5 minutes	CSA	None
2	Proceed to the cashier for payment of water bill	Process payment and issue Service Invoice	1 minute	Cashier	Amount due -Water bill
3	Present Service Invoice to the Customer Welfare (CW) Section for the scheduling of disconnection	Prints Service Requests and Prepares schedule of disconnection	4 minutes	CSA	None
4	Wait within two (2) days to temporarily disconnect the service connection	Disconnect Service Connection	2 days	Plumber	None
TOTAL:			2 days, 10 mins		
END OF TRANSACTION					



## Request for Change in Account Data and Information

Customer may request change in account data and information.

**Department:** Commercial Services Department/Customer Care & New Service Connection Division  
**Classification:** Simple  
**Type of Transaction:** G2G - Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	<b>Fill-out the following:</b> <ul style="list-style-type: none"> <li>Change of Account Name Request Form (COANR-GSCWD Form)</li> <li>SACO Contract (GSCWD Form)</li> </ul>	<p>GSCWD Office</p> <p>GSCWD Office</p>
2	<b>Proof of Lot Ownership</b> (Clear Photocopy of any of the following documents) <ul style="list-style-type: none"> <li>Lot Title</li> <li>Updated Tax Declaration of Real Property (<i>Land Assessment</i>)</li> </ul> <b>Notarized Copies of the Following Documents:</b> <ul style="list-style-type: none"> <li>Affidavit of Undertaking (<i>Informal Settlers</i>)</li> <li>Conditional Deed of Sale / Contract to Sell</li> <li>Deed of Absolute Sale / DOS with Assumption of Mortgage</li> <li>Deed of Donation/Deed of Conveyance/Deed of Assignment</li> <li>Extra-Judicial Settlement</li> <li>Lease of Contract / Lease of Agreement</li> <li>Transfer of Rights / Waiver of Rights</li> <li>Affidavit of Self-Adjudication</li> </ul> <b>Certificate of Ownership (Photocopy):</b> <ul style="list-style-type: none"> <li>CARP / DAR Beneficiary Certificate</li> <li>Certificate from Board of Liquidators</li> </ul> <b>Original Copy Issued in the Current Year of any of the following:</b> <ul style="list-style-type: none"> <li>DENR-CENRO Certificate (<i>Actual &amp; In-possession</i>)</li> <li>City Housing Certificate / Certificate of Award from Government</li> <li>Developer's Certificate, Sketch Plan and Certificate of Occupancy (set)</li> <li>Homeowner's Association Certificate (<i>Registered in GSCWD</i>)</li> <li>National Housing Authority Certificate</li> <li>Certificate from Tribal Chieftain / City Indigenous People (IP) Certificate</li> </ul>	<p>Registry of Deeds</p> <p>City/Municipal Assessor's Office</p> <p>Notary Public/GSCWD Office</p> <p>Notary Public</p> <p>Notary Public</p> <p>Notary Public</p> <p>Notary Public</p> <p>Notary Public</p> <p>Notary Public</p> <p>DAR</p> <p>Board of Liquidators Office</p> <p>DENR/CENRO</p> <p>City Housing Office/NHA</p> <p>Developer's Office/OBO</p> <p>Homeowners Association</p> <p>NHA Regional or Central Office</p> <p>Barangay Tribal Chieftain Office/NCIP</p>



	<p><b>For AGAN DEVELOPER</b></p> <ul style="list-style-type: none"> <li>Developer's Certificate, Cert. of Occupancy &amp; Sketch Plan + DOS Between PAG-IBIG &amp; AGAN + CDOS Between PAG-IBIG &amp; LOT OWNER</li> </ul> <p><b>For Government Project (Temporary Connection)</b></p> <ul style="list-style-type: none"> <li>Project Contract Between LGU-CEO/DPWH and the Contractor</li> <li>Project Contract and/or Endorsement from the Project Owner/Entity</li> </ul>	<p>AGAN Developer Office PAG-IBIG Fund Office</p> <p>LGU-CEO/DPWH/Contractor</p> <p>Project Owner's Office</p>
3	<p><b>Photocopy of Any Government-Issued Valid ID</b></p> <p>Please provide a clear photocopy (not expired and 3 specimen signatures) of a government-issued ID for the following individuals: Applicant, Representative, Lot Owner, &amp; Service Line Owner. Accepted IDs include:</p> <ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> <li>Passport</li> <li>PRC License</li> <li>SSS ID</li> <li>GSIS ID (UMID)</li> <li>Voter's ID/Voter's Certification</li> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture)</li> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number)</li> <li>Postal ID</li> <li>Senior Citizen's ID</li> <li>PWD ID / Solo Parent ID</li> <li>Driver's License/Temporary Driver's License (LTO S.I must be presented together with old Driver's License; S.I. alone is not allowed) / Student Driver's Permit</li> <li>Company/Office ID</li> <li>School ID</li> <li>Police Clearance/Police Clearance Certificate (with picture)</li> <li>NBI Clearance</li> <li>Alien certificate of Registration Identity Card (ACR I-CARD)</li> </ul>	<p>PSA DFA PRC SSS GSIS COMELEC BIR</p> <p>PhilHealth</p> <p>PhilPost Office of the Senior Citizen's Affair Social Welfare and Development Office LTO</p> <p>Requesting Party's Company/Office Requesting Party's School PNP</p> <p>NBI Bureau of Immigration</p>
4	<p><b>New Service Application Orientation</b> <b>(If no existing GSCWD account)</b></p> <ul style="list-style-type: none"> <li>New applicants must secure an orientation schedule at least one (1) day before their chosen date and time.</li> </ul>	<p>GSCWD Office</p>





	<ul style="list-style-type: none"> <li>Representation in the orientation is limited to one (1) applicant only.</li> <li>For AGAN Developer Applicants: Only immediate family members are permitted to attend the orientation.</li> <li>The orientation is valid for six (6) months from the date of attendance.</li> <li>Applicants are advised to arrive before the scheduled time.</li> <li>Latecomers will not be permitted to join the orientation session.</li> </ul> <p>Orientation Schedule</p> <ul style="list-style-type: none"> <li><b>Days:</b> Monday to Friday</li> <li><b>Morning Session:</b> 9:00 AM</li> <li><b>Afternoon Session:</b> 1:00 PM</li> </ul>	
5	<p><b>Supporting Documents, if Necessary</b></p> <ul style="list-style-type: none"> <li>Authorization to Process Request Change of Account Data</li> <li>Authorization of Lot Owner (GSCWD Form)</li> <li>Special/General Power of Attorney (To process request change of account data)</li> <li>Notarized Secretary Certificate (To process request change of account data)</li> <li>Authorization Letter from Head of the Office/Agency</li> <li>Certificate of Appointment/Board Resolution</li> <li>Notarized Board of Resolution</li> <li>Birth/Marriage/Death Certificate</li> <li>Notarized Sworn Statement of Surviving Legal Heirs/Affidavit of Ownership</li> <li>Notarized proof of Payment (Indicating Transfer or Sale of Property)</li> <li>Court Order of Final Judgement of Ownership</li> </ul>	<p>Requesting Party (Owner)</p> <p>GSCWD Office Notary Public</p> <p>Corporation or Organization's Secretary Office Head of Office/Agency Relevant Office/Agency Notary Public PSA/LCR Notary Public Notary Public Notary Public</p> <p>Clerk of Court's Office/ROD</p>

**Duration:**

Eight (8) minutes -Processing of Request for Change in Account Data and Information  
 One (1) hour- allowable time for Orientation

**How to avail the Service:**

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for Change of Account Data	Review the existing account.	1 minute	CSA	None
2	Present proof of ownership & other supporting documents	Verify the documents presented and review	5 minutes	CSA	Amount due -Water Bill
3	Attend orientation at GSCWD Orientation Room (if no existing service connection/s)	Conduct orientation	1 hour	CSA	None
4	Sign the Service Connection Contract	Update the records of the customer	2 minutes	CSA	None
TOTAL:			1 hour, 8 mins (if no existing service connection) 8 mins (if with existing service connection)		
END OF TRANSACTION					

## 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.

**Department:** Commercial Services Department/Customer Care & New Service Connection Division  
**Classification:** Simple  
**Type of Transaction:** G2G - Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration:

- Sixteen (16) minutes -Processing of Request for Verification of Water Bill – High Consumption
- Eight (8) hours- allowable time for Inspection
- +

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for verification of water bill	Review the existing account.	1 minute	CSA	None
2	Provide additional data/information to frontline staff	Conduct preliminary evaluation, review consumption history and prepare service request	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 (8) hours for the inspection	Conduct inspection and advise customer on the findings	8 hours	Plumber/Inspector	None
TOTAL:			8 hours, 16 mins		
END OF TRANSACTION					

## Verification of Water Bill – Erroneous Reading

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.

**Department:** Commercial Services Department/Customer Care & New Service Connection  
**Classification:** Simple  
**Type of Transaction:** G2G - Government to Citizen  
**Who May Avail:** Active GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

- Seventeen (17) minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for verification of water bill	Review the existing account.	1 minute	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 service invoice	1 minute	Cashier	Amount due -Water Bill
TOTAL:			17 minutes		
END OF TRANSACTION					

## Request for Meter Test

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

**Department:** Commercial Services Department/Customer Care & New Service Connection Division  
**Classification:** Simple  
**Type of Transaction:** G2G - Government to Citizen  
**Who May Avail:** Active GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

- Twenty-four (24) minutes -Processing of Request for Meter Test
- Two (2) days - allowable time for Meter Pull-out
- One (1) day - allowable time for Re-installation/Meter Replacement

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for Meter testing	Review the existing account	1 minute	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 Service Invoice	1 minute	Cashier	P150.00 (Meter Test)
4	Present service invoice to the Customer Welfare (CW) Section for the schedule of meter pull-out	Prepare service request and advise customer on the schedule of meter pull-out	2 minutes	CSA	None
5	Wait within two (2) days for 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> Follow up result of meter test	Retrieve and review the result of meter test, inform the customer on the result and the recommended action	15 minutes	CSA	None



2	Wait within one day for the reinstallation or replacement of water meter	Reinstall or replace water meter	1 day	Plumber	None
TOTAL: 3 days and 24 minutes					
END OF TRANSACTION					

## Service Request Through Phone Calls

Consumer concerns and complaints communicated via phone that requires creation of service requests.

**Department:** Commercial Services Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

- 15 minutes (excluding inspection & repair)
- 1 day (minimum) for inspection & repairs

### How to Avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Give complete details of the concern along with the account name and number.	Review existing account and identify the necessary service. Ask for follow-up questions if needed.	5 minutes	GCC Personnel	None
2	Provide any additional data/information	Create Service Requests and dispatch to concerned maintenance team.	3 minutes	GCC Personnel	None
3		Advise customer on the schedule of inspection or repair	2 minutes	GCC Personnel	None
	Conduct inspection and/or repair		See note below	Maintenance Personnel	None
4		Check the SRMS if the service request has been accomplished.	2 minutes	GCC Personnel	None
5		Provide feedback to customer pertaining to his/her service request.	3 minutes	GCC Personnel	None
			<b>TOTAL</b>	<b>1 day, 15 minutes</b> (excluding inspection & repair duration)	

**\*\*Note:**

1. The actual conduct of reconnection, inspection and/or repair is already covered in individual procedures. Therefore, the duration of these activity is not reflected here.

**END OF TRANSACTION**



## E-PAYMENT COLLECTION

This procedure outlines the steps for utilizing e-payments services. The agency's actions in this process are based solely on transaction reports from payment/collecting centers, ensuring transparency, security, and efficient handling of transaction.

**Department:** Commercial Services Department/Billing and Accounts Division  
**Classification:** Simple  
**Type of Transaction:** G2C - Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	Transaction Report from payment/collecting centers <ul style="list-style-type: none"> <li>Report indicating details of payment/transaction</li> </ul>	Authorized Payment Centers and Online Platforms (see list below)

### Payment Centers & Partners

Item	Payment center/Partner	Location/Platform
1. Bank	<ul style="list-style-type: none"> <li>Amanah Islamic Bank</li> </ul>	JMP Bldg., South Osmeña St.,
2. Online Payment	<ul style="list-style-type: none"> <li>GCash /EC Pay</li> <li>Paymaya</li> <li>7-Eleven (CliQQ)</li> <li>Shopee Pay</li> </ul>	Mobile App Mobile App Physical Stores Nationwide Online (platform's website or app)
3. Other Payment Centers	<ul style="list-style-type: none"> <li>KCC Mall of Gensan</li> <li>SM Mall of Gensan</li> <li>Savemore</li> <li>MLhuillier</li> <li>RD Pawnshops</li> </ul>	General Santos City General Santos City Purok Malakas & Calumpang Branch Nationwide Nationwide

**Duration:**

- 1 day, 30 minutes

**How to avail the Service:**

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Access the payment center or online platform (with corresponding Service Charge)	-	-	-	Bill Amount Service Charge
2	-	Extract the received transaction report via email from payment/collecting center (typically by the next working day after payment is made)	1 day	CSA	None
3	-	Verify report and post payment to customer ledger	30 minutes	CSA	None
<b>**Note:</b> 2. Client's Action Step 1: This is the step the client or customer follows to make the payment through the portal or payment centers. 3. Agency Actions (Step 2-3): These are the actions the agency performs after receiving the payment report from the payment center.					
<b>TOTAL:</b>			<b>1 day, 30 mins</b>		
<b>END OF TRANSACTION</b>					

## Repair of Service Line Leakages (Before Meter)

Complaints on leakages noted on service line before the meter.

**Department:** Pipeline and Appurtenances Maintenance Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

- 1 day, 33 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for repair of service line leakage	Receive request and review existing account for verification of essential information such as: address, account number, nearest landmark and contact number.	2 minutes	CSA	None
	For Service Request receive through phone/social media/letter/email: Give complete details to service request.	Gather customer's essential; information such as: address, account number, nearest landmark and contact number.	10 minutes	GCC Personnel	None
2	Wait within one day for the inspection and repair of leak	Create a Service Request in the Service Request Management System (SRMS) for dispatch to the assigned maintenance personnel.	2 minutes	GCC Personnel	None
		Inspect and conduct repair. If leak is below concrete pavement, repair will be scheduled.	1 day	Maintenance Man	None
		After completion of repair, conduct flushing to remove dirty water.	5 minutes	Maintenance Man	None
		Backfill pit with soil, if concrete, restoration is to be scheduled.	10 minutes	Maintenance Man	None



3	Client/representative will acknowledge service request accomplishment.	Accomplished the dispatched service request in SRMS.	2 minutes	Maintenance Man	None
		Received accomplished service request in SRMS and post it in Total Consumers Management System (TCMS) for it to reflect on the customer's record.	2 minutes	GCC Personnel	None
TOTAL     1 day, 33 minutes					
END OF TRANSACTION					

## 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.

**Department:** Pipeline and Appurtenances Maintenance Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

- 1 day, 28 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for Inspection due to low pressure/ no water supply	Receive request and review existing account for verification of essential information such as: address, account number, nearest landmark and contact number.	2 minutes	CSA	None
	For Service Request receive through phone/social media/letter/email: Give complete details to service request.	Gather customer's essential; information such as: address, account number, nearest landmark and contact number.	10 minutes	GCC Personnel	None
2	Provide additional data/information to frontline staff	Retrieve customer's records and conduct preliminary evaluation and verification and create service request.	10 minutes	CSA	None
3		Dispatch thru SRMS to assigned maintenance personnel. Advise customer on the schedule of inspection and repair.	2 minutes	GCC Personnel	None
4	Conduct inspection and implement appropriate intervention		1 day	Maintenance Man	None



5		Accomplished dispatched service requests in SRMS.	2 minutes	Maintenance Man	None
		Received accomplished service request in SRMS and post it in Total Consumers Management System (TCMS) for it to reflect on the customer's records.	2 minutes	GCC Personnel	None
	TOTAL 1 day, 28 minutes				
END OF TRANSACTION					

## Installation of New Service Provision/Connection (2"Ø and above)

Service Provision/Connection is the installation of needed pipes, fittings and meter for customer connection.

**Department:** Engineering and Construction  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Residents of GSC

Item	Checklist of Requirements	Where To Secure
1	<b>For Processing of Request:</b> <ul style="list-style-type: none"> <li>Planning &amp; Design Job Request Form</li> </ul> <b>For Claiming of Plan and Estimate:</b> <ul style="list-style-type: none"> <li>None</li> </ul>	GSCWD Office (PDD)

### Duration

- 15 days, 17 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Submit Requirements	Receive and evaluate submitted requirements	5 minutes	CSA	P2,000.00
2		Prepare endorsement letter and PDD job request form	1 minute	CSA	None
		Reproduce submitted requirements	5 minutes	CSA	None
3		Endorse to PDD for survey, plans, designs and cost estimates	1 minute	CSA	None
4	Wait for the documents to be evaluated and received	Receive and evaluate request	5 minutes	Engineering Assistant	None
5	Wait for the inspection and survey of the area for connection	Conduct Survey	1 day	Engineering Aide	None
6	Wait for the result of the Hydraulic Analysis	Conduct Hydraulic Analysis and prepare Hydraulic Analysis Report	2 days	Engineering Assistant	None



7	Wait for the preparation of plan & estimate	Plan and estimate preparation	7 days	Draftsman	None
8	Wait for the approval of plan & estimate	Review, approve and sign technical documents	4 days	Project Planning & Development Officer, Department Manager, Assistant General Manager	None
9	Receive the plan (CSD/NSA)	Forward to concerned department	1 day	Draftsman	None
<b>TOTAL 15 days, 17 minutes</b>					
<b>END OF TRANSACTION</b>					



## Request for Pipeline Extension/ System Improvement

The activity of installation or laying of additional waterline to areas not covered by the District through community based petition. System improvement defines the upgrading of the existing waterline in areas with aging and undersized pipes.

**Department:** Engineering and Construction  
**Classification:** Complex  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Residents of GSC

Item	Checklist of Requirements	Where To Secure
1	<b>For Processing of Request:</b> <ul style="list-style-type: none"> <li>Planning &amp; Design Job Request Form</li> </ul> <b>For Claiming of Plan and Estimate:</b> <ul style="list-style-type: none"> <li>None</li> </ul>	GSCWD Office (PDD)

### Duration

- 30 days, 27 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Submit Requirements	Receive and evaluate submitted requirements	5 minutes	CSA	None
2		Prepare endorsement letter and PDD job request form	1 minute	CSA	None
		Reproduce submitted requirements	5 minutes	CSA	None
3		Endorsed to PDD for survey, plans, designs and cost estimates	1 minute	CSA	None
4	Wait for the documents to be evaluated and received	Receive and evaluate request	5 minutes	Engineering Assistant	None
5	Wait for the inspection and survey of the area for connection	Conduct Survey	7 days	Engineering Aide	None
6	Wait for the result of the Hydraulic Analysis	Conduct Hydraulic Analysis and prepare Hydraulic Analysis Report	7 days	Engineering Assistant	None



7	Wait for the preparation of plan & estimate	Plan and estimate preparation	12 days	Draftsman	None
8	Wait for the approval of plan & estimate	Review, approve and sign technical documents	4 days	Project Planning & Development Officer, Department Manager, Assistant General Manager	None
9	Receive confirmation letter	Inform concerned department through confirmation letter	10 minutes	Draftsman	None
		<b>TOTAL</b>	<b>30 days, 27 minutes</b>		
<b>END OF TRANSACTION</b>					

## Request for Pipeline Extension w/ Developer

The activity of installation or laying of additional waterline to areas not covered by the District through a subdivision/village with developer.

**Department:** Engineering and Construction  
**Classification:** Complex  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Subdivision/village with developer

Item	Checklist of Requirements	Where To Secure
1	<b>For Processing of Request:</b> <ul style="list-style-type: none"> <li>Planning &amp; Design Job Request Form</li> </ul> <b>For Claiming of Plan and Estimate:</b> <ul style="list-style-type: none"> <li>None</li> </ul>	GSCWD Office (PDD)

### Duration

- 30 days, 40 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Submit Requirements	Receive and evaluate submitted requirements	5 minutes	CSA	P5,000.00
2		Prepare endorsement letter and PDD job request form	1 minute	CSA	None
		Reproduce submitted Requirements	5 minutes	CSA	None
3		Endorsed to PDD for survey, plans, designs and cost estimates	1 minute	CSA	None
4	Wait for the documents to be evaluated and received	Receive and evaluate request	5 minutes	Engineering Assistant	None
5	Wait for the inspection and survey of the area for connection	Conduct Survey	7 days	Engineering Aide	None
6	Wait for the result of the Hydraulic Analysis	Conduct Hydraulic Analysis and prepare Hydraulic	7 days	Engineering Assistant	None



		Analysis Report			
7	Wait for the preparation of plan & estimate	Plan and estimate preparation	12 days	Draftsman	None
8	Wait for the approval of plan & estimate	Review, approve and sign technical documents	4 days	Project Planning & Development Officer, Department Manager, Assistant General Manager	None
9	Receive confirmation letter	Inform concerned department through confirmation letter	10 minutes	Draftsman	None
10		Inform developer payment of hydraulic analysis fee	1 minute	CSA	P15,000
11		Prepare MOA between GSCWD and Developer	5 minutes	CSA	None
12		Prepare Deed of Donation after activation	5 minutes	CSA	None
		Endorse MOA and Deed of Donation to OGM for signature and notarization	2 minutes	CSA	None
		<b>TOTAL</b>	<b>30 days, 40 minutes</b>		
<b>END OF TRANSACTION</b>					

## Repair of Transmission Line (Steel) Leakages

Immediate repair of leaks on Transmission pipelines particularly steel pipes. This is highly technical as it entails welding works, buried deeper and usually below concrete.

**Department:** Pipeline and Appurtenances Maintenance Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration:

- 39 hours, 55 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for repair of transmission line (walk-in)	Receive Service Request form and review existing account.	3 minutes	CSA	None
	For Service Request accepted through phone/social media/letter/Email: Give the complete details to service request	Gather customer's essential such as: account number, address, nearest landmark and contact number.	10 minutes	GCC Personnel	None
2		Create a Service Request in the Service Request Management System (SRMS) for dispatch to the assigned maintenance personnel.	5 minutes	GCC Personnel	None
		Shall determine, assess, and evaluate the leak.	5 minutes	General Foreman/ Maintenance Man	None
		Shall prepare water advisory and send to affected areas consumers through SMS and Social Media.	2 hours	Water Maintenance Head / GCC Personnel	None
		Shall prepare needed equipment and tools and withdraw materials for the conduct of the repair works.	10 minutes	General Foreman/ Maintenance Man	None



3		Shall isolate affected pipeline by closing valves.	20 minutes	Water Maintenance Head	None
		Shall secure the area, install warning signs, and conduct repair.	36 hours	General Foreman/ Maintenance Man	None
		After the completion of repair, open valves and conduct flushing to the nearest Fire hydrant, blow-off or service connection.	15 minutes	Water Maintenance Head	None
		Backfill pit with soil; if concrete, restoration is to be scheduled.	30 minutes	Maintenance Man	None
4		Accomplish dispatched service request in SRMS.	5 minutes	Maintenance Man	None
		Received accomplished service request in SRMS and post it in Total Consumers Management System (TCMS) for it to reflect on the customer's records.	2 minutes	GCC Personnel	None
		Prepare Leakage Control Report for monitoring and filing.	10 minutes	Engineering Assistant	None
		<b>TOTAL</b>	<b>39 hours, 55 minutes</b>		
<b>END OF TRANSACTION</b>					

## Repair of Distribution Line (uPVC) Leakages

Immediate repair of leaks on uPVC distribution pipelines pipes. This usually occurs in standard depth and with of trench.

**Department:** Pipeline and Appurtenances Maintenance Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration:

- 23 hours, 45 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Request for repair of distribution line (walk-in)	Receive Service Request form and review existing account.	3 minutes	CSA	None
	For Service Request accepted through phone/social media/letter/Email: Give the complete details to service request	Gather customer's essential such as: account number, address, nearest landmark and contact number.	10 minutes	GCC Personnel	None
2		Create a Service Request in the Service Request Management System (SRMS) for dispatch to the assigned maintenance personnel.	5 minutes	GCC Personnel	None
		Shall determine, assess, and evaluate the leak.	5 minutes	Maintenance Man	None
		Shall prepare water advisory and send to affected areas consumers through SMS and Social media.	2 hours	Water Maintenance Head / GCC Personnel	None
		Shall prepare needed equipment and tools and withdraw materials for the conduct of the repair works.	10 minutes	Maintenance Man	None



3		Shall isolate affected pipeline by closing valves.	20 minutes	Water Maintenance Head	None
		Shall secure the area, install warning signs, and conduct repair.	20 hours	Maintenance Man	None
		After repair completion, open valves and conduct flushing to the nearest Fire hydrant, blow-off or service connection.	15 minutes	Maintenance Man	None
		Backfill pit with soil; if concrete, restoration is to be scheduled.	20 minutes	Maintenance Man	None
4		Accomplish dispatched service request in SRMS.	5 minutes	Maintenance Man	None
		Received accomplished service request in SRMS and post it in Total Consumers Management System (TCMS) for it to reflect on the customer's records.	2 minutes	GCC Personnel	None
		Prepare Leakage Control Report for monitoring and filing.	10 minutes	Engineering Assistant	None
		<b>TOTAL</b>	<b>23 hours, 45 minutes</b>		
<b>END OF TRANSACTION</b>					

### Payment of Accounts with Water Bill



Customers solely paying their water bill account.

**Department:** Accounting and Financial Management Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	GSCWD Latest Bill	GSCWD Office

**Duration:**

- One (1) minute and Ten (10) Seconds

**How to avail the Service:**

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Get priority number from the PACD Officer-of-the-Day and wait for his/her 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 his/her number is shown: Proceed to the cashier for payment of water bill.	Process payment and issue Service Invoice (SI)	1 minute	Cashier	Amount Due
<b>TOTAL: 1 minute, 10 seconds</b>					
<b>END OF TRANSACTION</b>					

### Payment of Accounts without Water Bill

Customers solely paying their water bill account but has no bill to present during payment.

**Department:** Accounting and Financial Management Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	GSCWD Customer Welfare Payment Form	GSCWD Office

#### Duration:

- Two (2) minutes and Twenty (20) Seconds

#### How to avail the Service:

	Client/Applicant	Agency Action	Duration of Activity	Person-in- Charge	Fees
1	Get priority number from the PACD Officer-of-the-Day and wait for his/her 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 his/her 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	Customer Service Assistant	Amount Due -Water Bill
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/ Customer Service Assistant	None
4	Once his/her number is shown: Proceed to the Cashier for payment water bill.	Process payment and issue Service Invoice (SI)	1 minute	Cashier	Amount Due
<b>TOTAL: 2 minutes, 20 seconds</b>					
<b>END OF TRANSACTION</b>					

## Request for Microbiological Analysis of Water

This is a bacteriological analysis of drinking water to test the number of bacteria present and to determine whether it is safe for consumption or not based on the standards set by the Philippine National Standards for Drinking Water 2017 (PNSDW) using the Standard Methods for the Examination of Water and Wastewater (SMEWW) 22<sup>nd</sup> Edition as reference.

**Department:** Production and Environment Management Department (PEMD)  
**Classification:** Simple  
**Type of Transaction:** G2G- Government to Government  
 G2B- Government to Business  
 G2C- Government to Citizen  
**Who May Avail:** Any client, establishment or institution

Item	Checklist of Requirements	Where To Secure
1	None	None

### Submission of Sample:

- Enzyme Substrate (ES) – Monday to Wednesday 8:00AM to 1:00PM

### Duration

- 22 Minutes - Processing of Request for Microbiological Analysis of Water
- Two (2) days – allowable time for releasing of Enzyme Substrate Analysis (Rapid test)

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Make schedule of analysis at GSCWD Laboratory	Check for slot available for testing	3 minutes	Laboratory Staff	None
2	Get schedule slip at GSCWD Laboratory	Issue schedule slip	2 minutes	Laboratory Staff	None
3	Acquire bottle and form on date provided at GSCWD Laboratory	Release bottle and form	5 minutes	Laboratory Staff	None
4	Submit water sample at GSCWD Laboratory	Receive Request Form, check sample and issue payment slip	5 minutes per sample	Laboratory Staff	None
5	Proceed for payment 1. Cashier	Process payment and issue Service Invoice (send photo of SI to Lab's messenger)	1 minute	Cashier	Amount Due (See attached)



	2. Online	Self-payment process	3 minutes	Personal	payment slip)
6		Issue claim slip for claiming result	1 minute	Laboratory Staff	None

7		Process Microbiological Analysis	2 days (Enzyme Substrate)	Medical Technologist	None
8	Present claim slip to get analysis' result as scheduled	Release official results of testing	2 minutes	Laboratory Staff	None
<b>TOTAL: 22 minutes for processing of request/release of result 2 days – allowable time for rapid test</b>					
<b>END OF TRANSACTION</b>					

**Summary of Tests Available with Fees (Board Resolution No. 64 Series 2013)**

<b>Name of Test</b>	<b>Method</b>	<b>Time Frame (Receiving/Releasing)</b>	<b>Fees</b>
Bacteriological Examination (Total, E.coli, HPC-Heterotrophic Plate Count)	Enzyme Substrate Test (Quantitative)	48 hours (Receiving of Samples Monday until Wednesday)	P940.00 (Rapid Bacteriological Test Fee)
Bacteriological Examination (Total, E.coli, HPC-Heterotrophic Plate Count)	Enzyme Substrate Test (presence/Absence)	48 hours (Receiving of Samples – Monday until Wednesday)	P550.00 (Bacteriological Test Fee)
Heterotrophic Plate Count	Pour Plate Method	48 hours (Receiving of Samples – Monday until Wednesday)	P150.00 (HPC Test Fee)



Total Coliform & E.coli	Enzyme Substrate Test (Presence/Absence)	48 hours (Receiving of Samples – Monday until Wednesday)	P400.00 (Bacteriological Test Fee)
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## Request for Tree Growing Activity

This is a type of GSCWD service where the Environment Management Division identified partners may request for a tree growing activity.

**Department:** Production and Environment Management Department (PEMD)  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Interested EMD Partners  
**Where to secure:** Environment Management Division

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

-35 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Submit letter of intent on the conduct of tree growing activity	Receive the letter of intent	5 minutes	OGM Secretary	None
2		Endorse letter of intent to GM for the initial approval	5 minutes	OGM Secretary	None
3		Once initially approved, endorse the letter of intent to the EMD for final approval	5 minutes	OGM Secretary	None
4		EMD will inform the EOD Department Manager regarding on the activity	5 minutes	Watershed Forester	None
5		Inform the requesting party on the approval of the said activity	15 minutes	WMO	None
		<b>TOTAL</b>	<b>35 minutes</b>		
<b>END OF TRANSACTION</b>					



## LIST OF GSCWD INTERNAL SERVICES

Type of Internal Service	Requirements	Fees	Forms	Person-in-Charge	Classification	Responsible Division
Releasing of Cheques	Service Invoice / Collection Receipt	None	BIR form 2306 & 2307, if necessary	Accounting Processor	Simple	General Accounting and Payroll Division
Processing of Disbursements	<p>Payment for Remittances (GSIS, PhilHealth, HDMF and BIR)</p> <ol style="list-style-type: none"> <li>1. Approved Summary of Monthly Remittances</li> <li>2. Accomplished BIR forms and generated reports in BIR Alphalist Data Entry</li> </ol> <p>B. Payment for Goods and Services</p> <ol style="list-style-type: none"> <li>1. Inspection and Acceptance Report (IAR)</li> <li>2. Acknowledgment Receipt of Equipment (ARE)/ICS, if applicable</li> <li>3. Purchase Requisition (PR) of supplies, materials &amp; equipment</li> <li>4. Dealers/Suppliers' Invoices w/ quantity, unit &amp; total value</li> <li>5. Statement of Account/Bill, if any</li> <li>6. Purchase Order</li> <li>7. Request for Quotation &amp; Summary/Abstract of Quotation</li> <li>8. Report on Waste Materials &amp; Damaged Report if for</li> </ol>	None	Budget Utilization Request (BUR), Disbursement Voucher, BIR Form 2306 & 2307	Accounting Processor	Simple	General Accounting and Payroll Division



	repair or for replacement 9. Samples & Brochures/photographs if applicable  C. Payment for Projects (Infrastructure)  1. Letter request from contractors for advance/progress/ final payment 2. Statement of work accomplished/Progress Billing 3. Inspection Report by the Agency's Authorized Engineer 4. Abstract of bids 5. Notice of Award /Notice to Proceed					
<b>Receiving and Dissemination of External Communications</b>	None	None	GSCWD Communication Slip	Secretary	Complex	Office of the General Manager
<b>Customer Service Survey</b>	None	None	Service Request, Notice to Reply	Community Relations Officer	Simple	Community Relations Section
<b>Issuance of Service Records (Employees in the Active Roll)</b>	None	None	None	HR Staff	Simple	Human Resource Department
<b>Issuance of Certification of Good Moral Character</b>	None	None	None	HR Staff	Simple	Human Resource Department





Type of Frontline Service	Requirements	Fees	Forms	Person-in-Charge	Classification	Responsible Division
Issuance of Certification of Employment (For Separated Employees)	None	None	None	HR Staff	Simple	Human Resource Department
Issuance of Certification of Employment (Employees in the Active Roll)	None	None	None	HR Staff	Simple	Human Resource Department
Availment of Study Leave	Service Record, Performance Rating for the past 2 rating periods	None	Notice of Approval	Training & Development Division Manager	Simple	Training & Development Division
Issuance of Authority to Travel (Official Business)	None	None	None	HR Staff	Simple	HRD
Issuance of Authority to Travel (Personal Business)	None	None	None	HR Staff	Simple	HRD
Issuance of Materials to Requisitioning Departments	None	None	Store Requisition Slip, Logbook, Materials Pass Slip	Storekeeper	Simple	Property, Quality Control and Procurement Division



Type of Frontline Service	Requirements	Fees	Forms	Person-in-Charge	Classification	Responsible Division
<b>Disposal of Asset and Waste Material</b>	-Inventory and Inspection Report of Unserviceable Property -Waste Material Report -Endorsement Letter to the Inventory Disposal Committee -Publication of Public Bidding -Notice of Award -Official Receipt as - -Proof of Payment -Materials Pass Slip	None	None	Senior Property Officer	Complex	Property, Quality Control and Procurement Division
<b>Water Sampling from Consumers and Sources for Bacteriological Analysis</b>	None	None	None	Water Sampler	Simple	PSD
<b>Response to Water Quality</b>	None	None	Maintenance Order/Service Request	Maintenance Man	Simple	WDRD
<b>Request for Infrastructure</b>	None	None	Job Request Form	PDD Staff	Highly Technical	PDD

## Releasing of Cheques

This procedure covers releasing of checks to suppliers, contractors and other government agencies.

**Department:** Accounting and Financial Management Department

**Classification:** Simple

**Type of Transaction:** G2G- Government to Government

G2B- Government to Business

G2C- Government to Citizen

**Who May Avail:** Government Agencies, Contractors and Suppliers

Item	Checklist of Requirements	Where To Secure
1	GSCWD Customer Welfare Payment Form	GSCWD Office

### Duration:

- 3 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Inquire if cheque/s are available for collection	Check if there are cheques ready for release bearing clients/ suppliers name	1 minute	Accounting Processor	None
2	If there are available cheque/s approved for release: Issue service invoice which corresponds the amount of cheque, affix signature on receives for payment box and sign BIR form 2306 & 2307 if any	Guide the client/supplier in signing the appropriate box and in acknowledging BIR form 2306 & 2307 if any	1 minute	Accounting Processor	
3	Hand over the issued service invoice to accounting processor	Accept service invoice and attach to disbursement voucher properly signed.	1 minute	Accounting Processor	
		<b>Total</b>	<b>3 minutes</b>		
<b>END OF TRANSACTION</b>					

## Processing of Disbursements

This procedure describes the process of settling obligations. The preparation and processing of Disbursement Voucher should be made for appropriate and valid transactions with complete original supporting documents as required by existing laws, rules, and regulations.

**Department:** Accounting and Financial Management Department  
**Classification:** Complex  
**Type of Transaction:** G2G- Government to Government  
 G2B- Government to Business  
 G2C- Government to Citizen  
**Who May Avail:** Government Agencies, Contractors and Suppliers

Item	Checklist of Requirements	Where To Secure
1	<p>A. Payment for Remittances (GSIS, PhilHealth, HDMF and BIR)</p> <ol style="list-style-type: none"> <li>1. Approved Summary of Monthly Remittances</li> <li>2. Accomplished BIR forms and generated reports in BIR Alphalist Data Entry</li> </ol> <p>B. Payment for Goods and Services</p> <ol style="list-style-type: none"> <li>1. Inspection and Acceptance Report (IAR)</li> <li>2. Acknowledgement Receipt of Equipment (ARE)/ICS, if applicable</li> <li>3. Purchase Requisition (PR) of supplies, materials &amp; equipment</li> <li>4. Dealers/Suppliers' Invoice w/ quantity, unit &amp; total value</li> <li>5. Statement of Account / Bill, if any</li> <li>6. Purchase Order</li> <li>7. Request for Quotation &amp; Summary/Abstract of Quotation</li> <li>8. Report on Waste Materials &amp; Damaged Report if for repair or for replacement</li> <li>9. Samples &amp; Brochures/photographs, if applicable</li> </ol> <p>C. Payment for projects (Infrastructure)</p> <ol style="list-style-type: none"> <li>1. Letter request from contractors for advance/progress/final payment</li> <li>2. Statement of work accomplished/progress Billing</li> <li>3. Inspection Report by the Agency's Authorized Engineer</li> <li>4. Abstract of bids</li> <li>5. Notice of Award/Notice to Proceed</li> <li>6. Pictures before, during &amp; after construction of items of work</li> <li>7. Certificate of Completion</li> <li>8. Notarized Contract</li> <li>9. Bank guarantee/performance bond for release of retention money</li> </ol>	<p>Property, Quality Control and Procurement Division</p> <p>Engineering and Operations Department</p> <p>Human Resource Department</p> <p>Accounting and Financial Management Department</p>

**How to avail the Service:**

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Responsible person/department shall submit Budget Utilization Request (BUR) together	Check the completeness and accuracy of submitted supporting documents before processing.	5 minutes	Accounting Processor	None
2	with complete original supporting documents	Record the request for payment to the disbursement monitoring logbook.	1 minute	Accounting Processor	
3		Prepare disbursement voucher in 2 copies, issue check with duplicate copy and fill out BIR form 2306 & 2307(if payment to supplier)	10 minutes	Accounting Processor	
4		Record the BUR to Budget Control Ledger and ensure that all expenditures are within the approved budget	3 minutes	Corporate Budget Specialist	
5	Responsible person/department shall submit Budget Utilization Request (BUR) together with complete original supporting documents	Review the disbursement voucher and supporting documents.	5 minutes	Department Manager AFMD	
6		Certify the availability of funds, sign the check and forward the document to Office of the General Manager for Approval of Payment	1 minute	Department Manager AFMD	
7		Approve the disbursement voucher, sign the check and BIR form 2306 & 2307 (if payment to supplier) and return the documents to Accounting and Financial Management Department for release.	5 minutes	General Manager	



		Total	30 minutes per disbursement voucher		
END OF TRANSACTION					

## Receiving and Disseminating of External Communications

Communication Management Procedure manages the external and internal communications received and distributed by the Office of the General Manager (OGM). The OGM has overall responsibility in handling external communications received from other agencies/institutions/Citizen which are relevant to the District's operations.

**Department:** Office of the General Manager  
**Classification:** Simple and Complex  
**Type of Transaction:** G2C- Government to Citizen/G2G- Government to Government  
**Who may avail:** All concerned citizens  
 GSCWD Departments/Employees

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

- 8 days, 9 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Submit communications to GSCWD	Receive letter communications	2 minutes	Secretary	None
2		Log communications and photocopy document.	5 minutes	Secretary	
		Attach communication slip and forward the same to GM	2 minutes	Secretary	
		Review and determine appropriate action and/or identify proper department that will attend thereto.	1 day	General Manager	
		Reply communications received that requires feedback.	7 working days	Secretary/other dept.	
		<b>Total</b>	<b>8 days, 9 minutes</b>		
<b>END OF TRANSACTION</b>					

## Customer Satisfaction Survey

A mechanism employed by GSC Water District to get the feedback of its customers on the services rendered to the latter. By getting the level of satisfaction of its customers, GSCWD will know what areas of its operation needs to be improved.

**Department:** Office of the General Manager  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

- 3 days, 9 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Sends a message to GSCWD facebook page/website	Ask for the details of the complaint and customer account if applicable	1 minute	CommRel	None
2	Wait for feedback on the status of complaint	Issue service request and endorse the same together with the Notice to Reply to concerned department	1 minute	CommRel	
3		Perform necessary work to complete service request	3 days	EOD/CSD	
4		Submit filled-up Notice to Reply	1 minute	EOD/CSD	
5		Provide feedback to the customer	5 minutes	CommRel	
6		Send customer satisfaction survey	1 minute	CommRel	
		<b>TOTAL</b>	<b>3 days, 9 minutes</b>		
<b>END OF TRANSACTION</b>					



## Issuance of Service Records (Employees in the Active Roll)

This is a request on the issuance of certification on the basic information about the employee, position, salary grade, and effectivity of promotions/appointment duly signed by HRD manager or authorized representative.

**Department:** Human Resource  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Presently Employed/Active GSCWD Employees

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 1. Logbook  For Claiming of COE 1. None	Human Resource Department

### Duration:

- 26 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person In-charge	Fees
1	Provide/fill in the required information in the logbook (name of requestor, purpose and date of request	1.Acknowledge the request and advice the employee of the release date	2 minutes	HR Staff	None
		2. Log on to HRIS for employee details and validate with existing employee's 201 file.	10 minutes	HR Staff	None
		3. Check if the service record in the HRIS is updated.	5 minutes	HR Staff	None
		4. Prepare/print service record and forward to HR Department Manager for signature	5 minutes	HR Staff	None
		5.Sign when all details are correct	3 minutes	Department Manager or OIC	None
		6.Release the document on the scheduled date	1 minute	HR Staff	None
TOTAL:			26 minutes		
END OF TRANSACTION					

## Issuance of Certification of Good Moral Character

This is a request on the issuance of certification issued to former/separated employee without pending administrative case and those cleared from any accountabilities. It includes basic information about the employee, position and the duration of employment. This may be used as a character reference for future employment.

**Department:** Human Resource  
**Classification:** Artless  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Separated Employees

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 1. Logbook  For Claiming of COE 1. Identification Card / Authorization Letter	Human Resource Department

### Duration

a. 31 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person In-charge	Fees
1	Provide/fill in the required information in the logbook (name of requestor, purpose and date of request)	1. Acknowledge the request and advise the employee of the release date	2 minutes	HR Staff	None
		2. Log on to HRIS for employee details and validate with existing employee's 201 file.	10 minutes	HR Staff	None
		3. Check if the service record in the HRIS is updated.	10 minutes	HR Staff	None
		4. Prepare/print service record and forward to HR Department Manager for signature	5 minutes	HR Staff	None
		5. Sign when all details are correct	3 minutes	Department Manager or OIC	None
		6. Release the document on the scheduled date	1 minute	HR Staff	None
<b>TOTAL:</b>			<b>31 minutes</b>		



END OF TRANSACTION

### Issuance of Certification of Employment (For Separated Employees)

This is a request on the issuance of certification duly signed by Human Resource Department Manager or authorized representative issued to former/separated employees upon request. This includes basic information about the employee, position and the duration of employment. It may also include COEs with job descriptions and salaries and benefits

**Department:** Human Resource  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Separated Employees

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 1. Logbook  For Claiming of COE 1. Identification Card / Authorization Letter	Human Resource Department

#### Duration:

- One (1) day

#### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person In-charge	Fees
1	Provide/fill in the required information in the logbook (name of requestor, purpose and date of request)	1. Acknowledge the request and advise the employee of the release date	2 minutes	HR Staff	None
		2. Log on to HRIS for employee details and validate with existing employee's 201 file.	10 minutes	HR Staff	None
		3. Check in the HRIS if the service record is updated.	5 minutes	HR Staff	None
		4. Prepare/print service record and forward to HR Department Manager for signature	5 minutes	HR Staff	None
		5. Sign when all details are correct	3 minutes	Department Manager or OIC	None
		6. Release the document on the scheduled date	1 minute	HR Staff	None
		<b>TOTAL:</b>	<b>26 minutes</b>		

**END OF TRANSACTION**

### Issuance of Certification of Employment (Employees in the Active Roll)

This is a request on the issuance of certification duly signed by Human Resource Department Manager or authorized representative issued to employees (active role) upon request. This includes basic information about the employee, position and the duration of employment. It may also include COEs with job descriptions and salaries and benefits

**Department:** Human Resource  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Presently Employed/Active Employees

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 1. Logbook  For Claiming of COE 1. None	Human Resource Department

#### Duration:

- 21 minutes

#### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person In-charge	Fees
1	Provide/fill in the required information in the logbook (name of requestor, purpose and date of request)	1. Acknowledge the request and advise the employee of the release date	2 minutes	HR Staff	None
		2. Log on to HRIS for employee details and validate with existing employee's 201 file.	10 minutes	HR Staff	None
		3. Prepare Certification and forward to HR Department Manager for signature.	5 minutes	HR Staff	None
		4. Sign when all details are correct	3 minutes	Department Manager or OIC	None
		5. Release the document on the scheduled date	1 minute	HR Staff	None
<b>TOTAL:</b>			<b>21 minutes</b>		

**END OF TRANSACTION**

### Availment of Study Leave

Process to which an employee shall comply with the requirements following the request to avail of study leave. Study Leave is approved through GSCWD Board Resolution No 41 series 2017

**Department:** Human Resource  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD employees in reference to GSCWD Study Leave Policy

Item	Checklist of Requirements	Where To Secure
1	<ol style="list-style-type: none"> <li>Service Record</li> <li>Performance Rating for the past 2 semesters</li> </ol>	Human Resource Department/Training and Development Division

#### Duration:

- 3 days

#### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Provide the initial requirements	Receive the letter of intent to avail of the study leave of employee as conformed by the Department Manager	1 day	Training and Development Division Manager	None
2		Endorse the study leave request to the General Manager after evaluation of basic requirements		Training and Development Department Manager /Division Manager	
3		Prepare Notice of Approval from the General Manager	1 day	Training and Development Division Manager	
4		Provide necessary documents to support the approved study leave	1 day	Training and Development Division Manager	
		<b>TOTAL</b>	<b>3 days</b>		
<b>END OF TRANSACTION</b>					

### Issuance of Authority to Travel (Official Business)

Travel authorization duly signed by the General Manager issued to employees needing this document for official travel abroad. It includes basic information about the intended travel such as date and countries to be visited

**Department:** Human Resource Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Presently employed/active employees

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 1. Logbook  For Claiming of Authority to Travel 1. None	Human Resource Department

**Duration:**

a. 18 minutes

**How to avail the Service:**

Step	Client/Applicant	Agency Action	Duration of Activity	Person In-charge	Fees
1	Provide/fill in the required information in the logbook (name of requestor, purpose and date of request)	1. Acknowledge the request and advise the employee of the release date	2 minutes	HR Staff	None
		2. Validate the Travel Order with the Training and Development Division	2 minutes	HR Staff	None
		3. Prepare the Authority to travel and affix signature over printed name in the "prepared by"	5 minutes	HR Staff	None
		4. Concerned Department Manager signed "recommending approval".	5 minutes	Department Manager or OIC	None
		5. General Manager or authorize representative approves Authority to Travel recommendation of the concerned Department Manager	3 minutes	General Manager or OIC	None
		6. Release the document on the scheduled date.	1 minute	HR Staff	None
		<b>TOTAL:</b>	<b>18 minutes</b>		

**END OF TRANSACTION**

### Issuance of Authority to Travel (Personal Business)

Travel authorization duly signed by the General Manager issued to employees needing this document for personal travel abroad. It includes basic information about the intended travel such as date and countries to be visited.

**Department:** Human Resource Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Presently employed/active employees

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 1. Logbook  For Claiming of Authority to Travel 1. None	Human Resource Department

#### Duration:

a. 18 minutes

#### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person In-charge	Fees
1	Provide/fill in the required information in the logbook (name of requestor, purpose and date of request)	1. Acknowledge the request and advise the employee of the release date	2 minutes	HR Staff	None
		2. Log on to HRIS and validate the approved leave for absence	2 minutes	HR Staff	None
		3. Prepare the Authority to travel and affix signature over printed name in the "prepared by"	5 minutes	HR Staff	None
		4. Concerned Department Manager signed "recommending approval"	5 minutes	Department Manager or OIC	None
		5. General Manager or authorized representative approves Authority to Travel recommendation of the concerned Department Manager	3 minutes	General Manager or OIC	None
		6. Release the document on the scheduled date.	1 minute	HR Staff	None
		<b>TOTAL:</b>	<b>18 minutes</b>		

**END OF TRANSACTION**



### Issuance of Materials to Requisitioning Departments

The stock materials are issued to requisitioning departments to be used for new service connection installations, repair and maintenance, operations and projects

**Department:** Property, Quality Control and Procurement Division  
**Classification:** Simple  
**Type of Transaction:** G2G- Government to Government  
**Who May Avail:** Requisitioning Department

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 3. Stock Requisition Slip 4. Logbook  For Claiming of Stock Materials 10. Materials Pass Slip	Property, Quality Control and Procurement Division/Inventory Disposal C Committee Secretariat

#### Duration

- a. 25 minutes (Duration of the release of materials depends on the quantity requested)

#### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Submit duly signed Stock Requisition Slip (SRS)	Check if submitted SRS is duly signed	1 minute	Requisitioner	None
2		Gather requested materials and supplies from the bins	20 minutes	Storekeeper/Senior Property Officer	
3		Check the gathered stock items before issuance.	2 minutes		
4		Issue materials pass slip	1 minute	Storekeeper/Senior Property Officer	None
5		Release the requested stock materials	1 minute	Storekeeper/Senior Property Officer	None
		<b>Total</b>	<b>25 minutes</b>		
<b>END OF TRANSACTION</b>					

### Disposal of Asset and Waste Material

When government property has become unserviceable for any cause or is no longer needed, it shall, upon application of the officer accountable therefore, be inspected by the head of the agency or his duly authorized representative and is found to be valueless or unserviceable, it may be destroyed. If found valuable, it may be sold at public auction to the highest bidder under the supervision of the proper committee on award or similar body.

**Department:** Property, Quality Control and Procurement Division  
**Classification:** Complex  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** Interested Buyers

Item	Checklist of Requirements	Where To Secure
1	<p>For Processing of Request</p> <ol style="list-style-type: none"> <li>1. Inventory and Inspection Report of Unserviceable Property</li> <li>2. Waste Material Report</li> <li>3. Endorsement Letter to the Inventory Disposal Committee</li> <li>4. Publication of Public Bidding</li> </ol> <p>For Claiming of Disposed Stock Materials</p> <ol style="list-style-type: none"> <li>1. Notice of Award</li> <li>2. Official Receipt as proof of Payment</li> <li>3. Materials Pass Slip</li> </ol>	Property, Quality Control and Procurement Division/Inventory Disposal C Committee Secretariat

#### Duration:

- a. 15 Days, 2 minutes

#### How to avail the Service:

Step	Client//Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1		Identify and Prepare the list of unserviceable properties.	1 day	Senior Property Officer	None
2		Prepare and submit IIRUP and WMR to GM for approval.	1 day	Senior Property Officer	
3		Endorse approved IIRUP and WMR to Inventory Disposal Committee.	1 day	Senior Property Officer	None
4		Conduct actual inspection of listed assets and waste materials prior of public bidding.	2 days	Inventory Disposal Committee/COA	None
5		Conduct bidding and award to the winning bidder.	10 days	Inventory Disposal Committee	None



6		Issue OR upon payment by the winning bidder.	1 minute	Cashier	None
7		Issue materials pass slip and release disposed asset and waste materials.	1 minute	Senior Property Officer	None
		<b>Total</b>	<b>15 days, 2 minutes</b>		
<b>END OF TRANSACTION</b>					

### Water Sampling from Consumers and Sources for Bacteriological Analysis

This flow covers the collection of water samples from General Santos City Water District's consumer taps and main sources for bacteriological analysis as quality monitoring set by the 2017 Philippine National Standards for Drinking Water (PNSDW).

**Department:** Production and Environment Management Department (PEMD)  
**Classification:** Simple  
**Type of Transaction:** G2G- Government to Government  
 G2B- Government to Business  
 G2C- Government to Citizen  
**Who May Avail:** As determined by the Laboratory for Quality Control Monitoring

Item	Checklist of Requirements	Where To Secure
1	None	None

#### Duration

b. 13 minutes

#### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Consumer's Tap / Main source	Ask permission from consumer or operator-on-duty at main source to collect water sample	1 minute	Water Sampler	None
2		Residual chlorine reading	2 minutes		
3		Collection process using standard procedures	6 minutes		
4		Recording of data	3 minutes		
5		Placing of collected sample to designated storage for transport to laboratory	1 minute		
		<b>TOTAL</b>	<b>13 minutes</b>		
<b>END OF TRANSACTION</b>					

## Response to Water Quality

Complaints on murky water and the likes that has not conformed to the standards.

**Department:** Pipeline and Appurtenances Maintenance Department  
**Classification:** Simple  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Customers

Item	Checklist of Requirements	Where To Secure
1	None	None

### Duration

c. 1 day, 26 minutes

### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	For walk-in customer: Get priority number from the PACD Officer-of -the-Day and wait for your number to be called.	Receive Service request Form and review existing account.	2 minutes	Officer of the Day	None
	For Service Request accepted through phone: Give complete details to service request.	Ask the customer information as to address service request. Frontline staff or guard on duty fills up form	10 minutes	WDRD Clerk/Guard on Duty	None
2	Provide additional data/information to frontline staff	Retrieve customer files, conduct preliminary evaluation and verification	10 minutes	CSA	None
3		Frontline staff: advise customer on the schedule of inspection and repair	2 minutes	WDRD Clerk/Guard on Duty	None
		Guard on duty: inform maintenance personnel on the request			
	Conduct inspection and flushing		1 day	Maintenance Man	None
4	Client/representative will acknowledge MO accomplishment.		Accomplished MO sheet.	2 minutes	Maintenance Man



		TOTAL	1 day, 26 minutes	
END OF TRANSACTION				

### Request for Infrastructure

These are requests for basic physical and organizational structures and facilities such as pump house, reservoir, bridge and others needed for the operation of GSCWD.

**Department:** Engineering and Construction  
**Classification:** Highly Technical  
**Type of Transaction:** G2C- Government to Citizen  
**Who May Avail:** GSCWD Service Area

Item	Checklist of Requirements	Where To Secure
1	For Processing of Request 1. Planning & Design Job Request Form  For Claiming of Plan and Estimate 1. None	Planning and Design Division

#### Duration

- 60 days, 5 minutes

#### How to avail the Service:

Step	Client/Applicant	Agency Action	Duration of Activity	Person-in-Charge	Fees
1	Fill-up Job request form	Receive and evaluate request	5 minutes	PDD Staff	None
2	Wait for the inspection and survey of the area	Conduct Survey	1 day	Surveyor	None
3	Wait for the preparation of plan and estimate	Plan and estimate preparation	55 days	Draftsman	None
4	Wait for the approval of plan & estimate	Review, approve and sign technical documents	3 days	Division Manager, Department Manager, General Manager	None
5	Receive the plan and estimate	Forward to concerned departments	1 day	PDD Staff	None
		<b>TOTAL</b>	<b>60 days, 5 minutes</b>		
<b>END OF TRANSACTION</b>					



## GSCWD Customer Feedback Form

Republic of the Philippines  
**GENERAL SANTOS CITY WATER DISTRICT**  
 E. Fernandez St., Brgy. Lagao, General Santos City  
 Email Address: gscwaterdistrict@yahoo.com  
**FEEDBACK FORM**  
*(Pananaw o Puna)*

OGM-005-2

Name (Optional) : \_\_\_\_\_ Account No. \_\_\_\_\_  
 Date: \_\_\_\_\_

Address: \_\_\_\_\_ Contact  
 Number: \_\_\_\_\_

Person(s)/Unit/Office Concerned or Involved:

(Mga) Tao/Pangkat/Tanggapan na may kinalaman sa papuri, reklamo o mungkahi

**Facts or Details Surrounding the Incident** *(Kaganapan o detalyeng bumabalot sa pangyayari):*

**Recommendation(s)/Suggestion(s)/Desired Action from our Office** *(Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan):*



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."