

CITIZEN'S CHARTER



Approved and adopted by GSCWD Board of Directors as per Board
Resolution no. 48, series of 2009 dated August 5, 2009.
Updated March 2024



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.

A handwritten signature in black ink, appearing to read "f. alolod", is positioned above the name of the Acting General Manager.

**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 these 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), 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

Visit our website at 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

Tel.# (083) 508-2034

ro12.fo_sarangani@csc.gov.ph

cscfo_sargen@yahoo.com

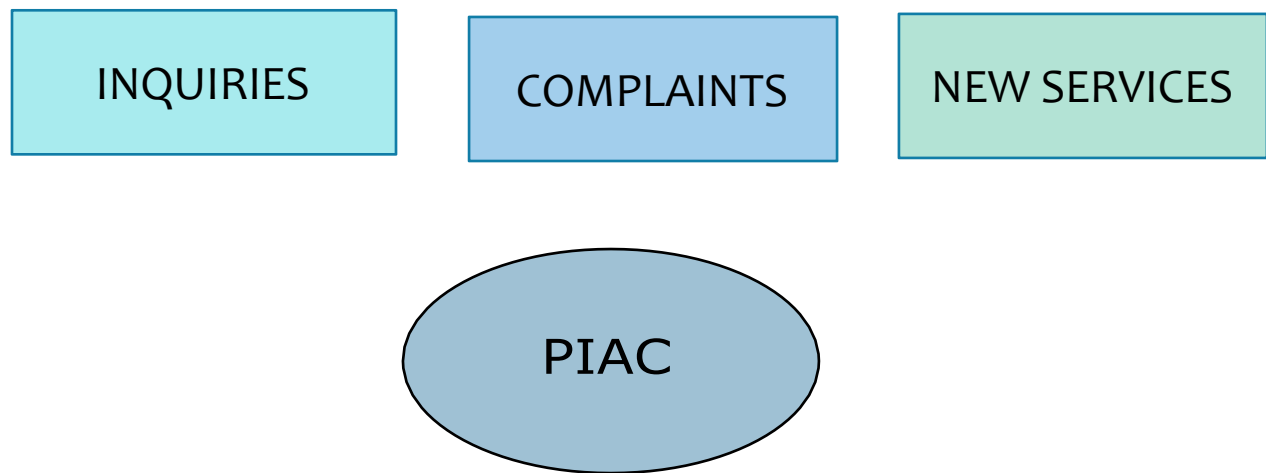
We will strive to provide an immediate response to all your inquiries, feedbacks, and complaints, written or verbal.

The Public Information and Assistance Counter (PIAC)

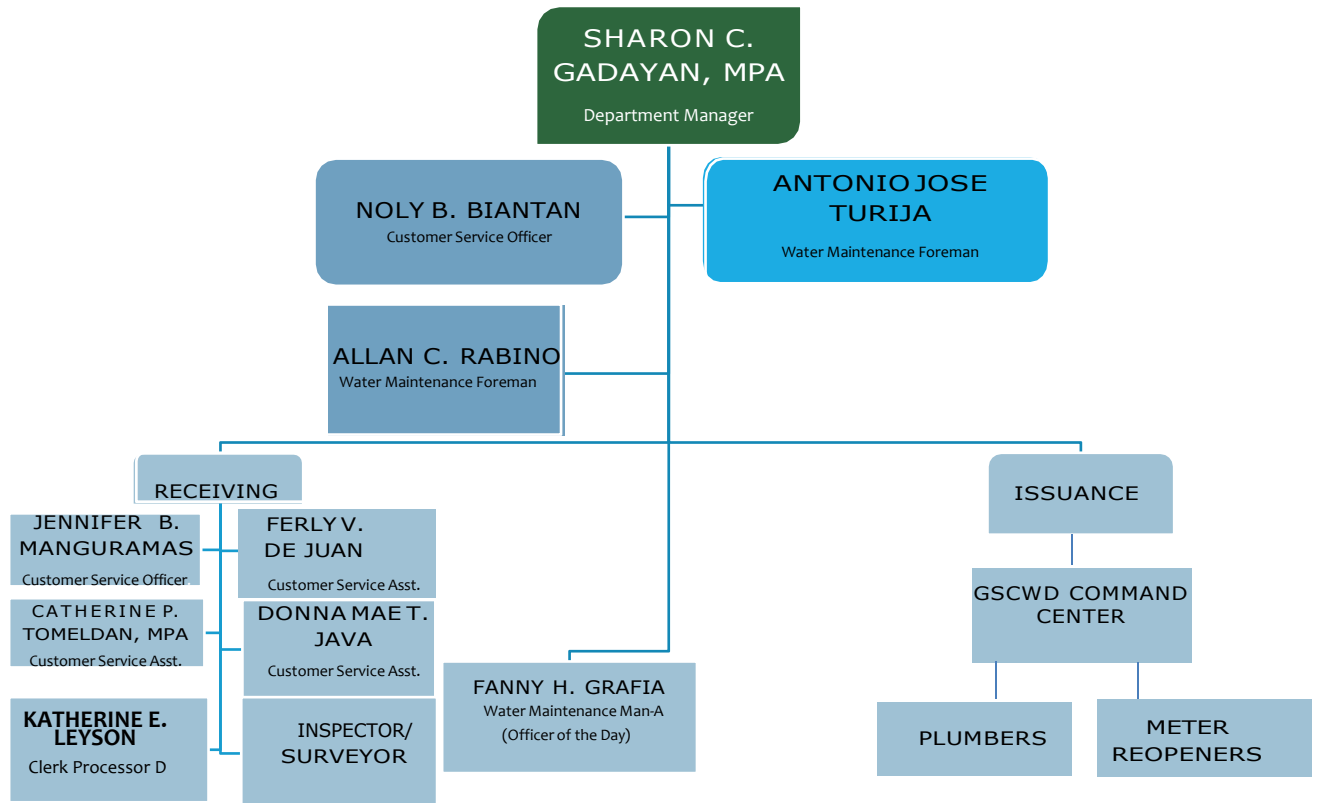
The Public Information and Assistance Counter (PIAC) is a centralized (One-Stop-Shop) counter designed to handle speedy resolution of customer concerns. It is composed of the Commercial Department Staff, who are well-trained to answer complaints and inquiries of the District's frontline services.

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 |
|---|---|--|---|---------------------|----------------|----------------------|
| New Service Connection Application and/or Transfer of Service Connection | -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 |
| Meter Reconnection Meter Disconnected Temporary Disconnected | None Valid ID | P100.00 for Temp. Disc. P180.00 for Meter Disc. | Payment Form | CSA-3 | Simple | CCNSC |
| Request for Temporary Disconnection of Water Meter | Authorization Letter (If the requesting party is a representative) Photocopy of any valid ID | None | None | CSA-3 | Simple | CCNSC |
| Request for Change in Account Data and Information | 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 |
| Verification of Water Bill- High Consumption | None | None | None | CSA-3 | Simple | CCNSC |
| Verification of Water Bill/Erroneous Reading | 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 |
| 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 |
| Request for Pipeline Extension/System Improvement | Technical Documents | None | Planning & Design Job Request Form | PDD Staff | Complex | PDD |
| Request for Pipeline Extension w/ Developer | Technical Documents | None | Planning & Design Job Request Form | PDD Staff | Complex | PDD |



| Type of Frontline Service | Requirements | Fees | Forms | Person In-charge | Classification | Responsible Division |
|---|------------------|-----------------------------|------------------------------|---|----------------|----------------------|
| Repair of Transmission Line (steel) Leakages | None | None | None | WDRD Staff | Simple | WDRD |
| Repair of Distribution Line (uPVC) Leakages | None | None | None | WDRD Staff | Simple | WDRD |
| Payment Of Accounts with Water Bill | Water Bill | Water Bill Amount Due | None | Cashier | Simple | FMD |
| Payment of Accounts without Water Bill | Payment Form | None | None | Cashier | Simple | CCNSC/FMD |
| Request for Microbiological Analysis of Water | 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 |



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

Where to Secure:

CHECKLIST OF REQUIREMENTS:

1. Barangay Certification issued by the Barangay where the Service Connection is to be installed (1 Original Copy)
2. Notarized Proof of Lot Ownership (Register of Deeds, Assessor's Office, Land Tax, NHA, HLURB or any Government-issuing offices) (1 Original copy)
3. GSCWD Policy Orientation (GSCWD office) (Schedule: Monday-Friday, 9:00 am & 1:00 pm)
4. Photocopy of any Government valid ID (1 Copy)
5. Authorization, if representative is an immediate family (1 Original copy)
6. Special Power of Attorney, if representative is non-immediate family (1 Original Copy)

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 OR | 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 Official Receipt. <i>*In the Bill of Materials, indicates the Payment date, amount of payment, OR#, and whether the payment is full or partial.</i> | 3 minutes | Cashier | Minimum of P7,500.00 (Service Connection Fee) |
| 10 | Present OR 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
Where to Secure:

CHECKLIST OF REQUIREMENTS:

(Applicable only for disconnected accounts beyond 6 months, otherwise, no requirement is needed)

1. Notarized Proof of Lot Ownership (if requesting party is not the registered account holder) Register of Deeds, Assessor's Office, Land Tax, NHA, HLURB or any Government-issuing offices(1 Original copy)
2. Authorization, if representative is an immediate family (1 Original copy)
3. Special Power of Attorney, if representative is non-immediate family (1 Original Copy)
4. 1 valid id of the account holder & 1 valid id of representative (Photocopy)

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 OR <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 (5) 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
Where to Secure:

CHECKLIST OF REQUIREMENTS:

1. Photocopy of any Government Issued ID (1)

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 slip. | 5 minutes | CSA | None |
| 2 | Proceed to the cashier for payment of water bill | Process payment and issue OR | 1 minute | CSA | Amount due -Water bill |
| 3 | Present OR 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
Where to Secure:

CHECKLIST OF REQUIREMENTS:

1. Change of account Name Request Form (COANR-GSCWD Form)
2. Proof of Ownership -One (1) Photocopy of any of the following
 - a. Land Title (ROD)
 - b. Deed of Sale (Notarized by a Lawyer)
 - c. Waiver of Rights (Notarized by a Lawyer)
 - d. Birth, Marriage, or Death Certificate (Local Civil Registrar/PSA)

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 | 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

Where to Secure:

CHECKLIST OF REQUIREMENTS:

- 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 | 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 Division
Classification: Simple
Type of Transaction: G2G - Government to Citizen
Who May Avail: Active GSCWD Customers
Where to Secure:

CHECKLIST OF REQUIREMENTS:

- 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 OR | 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
Where to Secure:

CHECKLIST OF REQUIREMENTS:

- 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 OR | 1 minute | Cashier | P150.00 (Meter Test) |
| 4 | Present OR to the Customer Welfare (CW) Section for the schedule of meter pull-out | 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 | TO FOLLOW-IP THE RESULT OF METER TEST: 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 |
| END OF TRANSACTION | | | | | |



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
Where to Secure:

CHECKLIST OF REQUIREMENT:

- None

Duration

- 1 day, 31 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 Service request Form and review existing account. | 2 minutes | CSA | 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 | Wait within one day for the inspection and repair of leaks | Issuance of Maintenance Order to assigned Maintenance crew. | 2 minutes | WDRD Clerk/Guard on Duty | None |
| | | Guard on duty: inform maintenance personnel on the request | | | |
| | Wait within one day for the inspection and repair of leaks | Conduct inspection and repair, if leak is below concrete pavement use jack hammer in breaking. | 1 day | Maintenance Man | None |
| | | After repair completion, conduct flushing to remove dirty water. | 5 minutes | Maintenance Man | None |
| | | Backfill and conduct restoration. | 10 minutes | Maintenance Man | None |
| 3 | Client/representative will acknowledge MO accomplishment. | Accomplished MO sheet. | 2 minutes | Maintenance Man | None |
| | | TOTAL | 1 day, 31 minutes | | None |
| 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

Where to Secure:

CHECKLIST OF REQUIREMENT:

- None

Duration

- 1 day, 26 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 Service request Form and review existing account. | 2 minutes | CSA | 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 | | | |
| 4 | Conduct inspection and implement appropriate intervention. | | 1 day | Maintenance Man | None |
| 5 | Client/representative will acknowledge MO/SR accomplishment. | | Accomplished MO/SR sheet. | 2 minutes | Maintenance Man |
| | | | TOTAL | 1 day, 26 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
Where to Secure: Planning and Design Division

CHECKLIST OF REQUIREMENTS:

For Processing of Request:

1. Planning & Design Job Request form

For Claiming of Plan and Estimate:

1. None

Duration

- **5 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 for connection | Conduct Survey | 1 day | Surveyor | P2,000.00 |
| 3 | Wait for the preparation of plan and estimate | Plan and estimate preparation | 2 days | Draftsman | None |
| 4 | Wait for the approval of plan & estimate | Review, approve and sign technical documents | 1 day | Division Manager, Department Manager, General Manager | None |
| 5 | Receive and review the plan and estimate | Forward to commercial department | 1 day | PDD Staff | None |
| | | TOTAL: | 5 days, 5 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to Secure: Planning and Design Division

CHECKLIST OF REQUIREMENTS:

For Processing of Request:

1. Planning & Design Job Request form

For Claiming of Plan and Estimate:

1. None

Duration

- 7 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 for connection | Conduct Survey | 1 day | Surveyor | None |
| 3 | Wait for the preparation of plan and estimate | Plan and estimate preparation | 4 days | Draftsman | None |
| 4 | Wait for the approval of plan & estimate | Review, approve and sign technical documents | 1 day | Division Manager, Department Manager, General Manager | None |
| 5 | Receive the plan and estimate | Forward to concerned departments | 1 day | PDD Staff | None |
| | | TOTAL | 7 days, 5 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to Secure: Planning and Design Division

CHECKLIST OF REQUIREMENTS:

For Processing of Request:

1. Planning & Design Job Request form

For Claiming of Plan and Estimate:

1. None

Duration

- 7 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 for connection | Conduct Survey | 1 day | Surveyor | None |
| 3 | Wait for the preparation of plan | Plan preparation | 4 days | Draftsman | None |
| 4 | Wait for the approval of plan | Review, approve and sign technical documents | 1 day | Division Manager, Department Manager, General Manager | None |
| 5 | Receive the plan | Forward to concerned departments | 1 day | PDD Staff | None |
| | | TOTAL | 7 days, 5 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to Secure: N/A

CHECKLIST OF REQUIREMENTS:

- None

Duration:

- 39 hours, 38 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 | Receive Service request Form and review existing account. | 3 minutes | CSA | 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 | | Issuance of Maintenance Order to assigned Maintenance crew. | 5 minutes | WDRD Clerk/Guard on Duty | None |
| | | Guard on duty: inform maintenance personnel on the request | | | |
| | | Shall determine, asses and evaluate the leak. | 5 minutes | Maintenance Man | None |
| | | Shall prepare Water advisory and send to affected areas consumers. | 2 hours | Water Maintenance Head/WDRD Clerk | None |
| | | Shall prepare needed equipment and tools and withdraw materials for the conduct of the repair works. | 10 minutes | Maintenance Man/WDRD Div. Mngr./Storekeeper | None |
| 3 | | Shall isolate affected pipeline by closing valves. | 20 minutes | Valve Maintenance Man | None |
| | | Secure area, install warning signs, and conduct repair | 36 hours | Maintenance Man | None |
| | | After repair completion, open valves and conduct flushing nearest Fire hydrant, blow-off or service connection. | 15 minutes | Valve Maintenance Man/Maintenance Man | None |
| | | Backfill and conduct restoration. | 30 minutes | Maintenance Man | None |
| | | TOTAL | 39 hours, 38 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to Secure: N/A

CHECKLIST OF REQUIREMENTS:

- None

Duration:

- 23 hours, 33 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 | Receive Service request Form and review existing account. | 3 minutes | CSA | 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 | | Issuance of Maintenance Order to assigned Maintenance crew. | 5 minutes | WDRD Clerk/Guard on Duty | None |
| | | Guard on duty: inform maintenance personnel on the request | | | |
| | | Shall determine, asses and evaluate the leak. | 5 minutes | Maintenance Man | None |
| | | Shall prepare Water advisory and send to affected areas consumers. | 2 hours | Water Maintenance Head/WDRD Clerk | None |
| | | Shall prepare needed equipment and tools and withdraw materials for the conduct of the repair works. | 10 minutes | Maintenance Man/WDRD Div. Mngr./Storekeeper | None |
| 3 | | Shall isolate affected pipeline by closing valves. | 20 minutes | Valve Maintenance Man | None |
| | | Secure area, install warning signs, and conduct repair | 20 hours | Maintenance Man | None |
| | | After repair completion, open valves and conduct flushing nearest Fire hydrant, blow-off or service connection. | 15 minutes | Valve Maintenance Man/Maintenance Man | None |
| | | Backfill and conduct restoration. | 20 minutes | Maintenance Man | None |
| | | Accomplished MO sheet and Leakage Control Report. | 5 minutes | Maintenance Man | None |
| | | TOTAL | 23 hours, 33 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to Secure:

CHECKLIST OF REQUIREMENT:

- GSCWD Latest Bill

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 OR | 1 minute | Cashier | Amount Due |
| TOTAL: 1 minute, 10 seconds | | | | | |
| END OF TRANSACTION | | | | | |



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

Where to Secure:

CHECKLIST OF REQUIREMENT:

- GSCWD Customer Welfare Payment Form

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 | Cashier | 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 OR | 1 minute | Cashier | Amount Due |
| TOTAL: 2 minutes, 20 seconds | | | | | |
| END OF TRANSACTION | | | | | |

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) 22nd 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

Where to secure:

CHECKLIST OF REQUIREMENT:

- 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 OR (send photo of OR to Lab's messenger) | 1 minute | Cashier | Amount Due (See attached payment slip) |
| | 2. Online | Self-payment process | 3 minutes | Personal | |
| 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 |
| TOTAL: 22 minutes for processing of request/release of result 2 days – allowable time for rapid test | | | | | |
| END OF TRANSACTION | | | | | |

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

| Name of Test | Method | Time Frame (Receiving/Releasing) | Fees |
|--|--|--|---|
| 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) |



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

CHECKLIST OF REQUIREMENT:

- 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 |
| | | TOTAL | 35 minutes | | |
| END OF TRANSACTION | | | | | |

LIST OF GSCWD INTERNAL SERVICES

| Type of Internal Service | Requirements | Fees | Forms | Person-in-Charge | Classification | Responsible Division |
|------------------------------------|---|------|--|----------------------|----------------|---|
| Releasing of Cheques | Official Receipt / 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"> 1. Approved Summary of Monthly Remittances 2. Accomplished BIR forms and generated reports in BIR Alphalist Data Entry <p>B. Payment for Goods and Services</p> <ol style="list-style-type: none"> 1. Inspection and Acceptance Report (IAR) 2. Acknowledgment Receipt of Equipment (ARE)/ICS, if applicable 3. Purchase Requisition (PR) of supplies, materials & equipment 4. Dealers/Suppliers' Invoices w/ quantity, unit & total value 5. Statement of Account/Bill, if any 6. Purchase Order 7. Request for Quotation & Summary/Abstract of Quotation 8. Report on Waste Materials & Damaged Report if for | 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 | | | | | |
| Receiving and Dissemination of External Communications | None | None | GSCWD Communication Slip | Secretary | Complex | Office of the General Manager |
| Customer Service Survey | None | None | Service Request, Notice to Reply | Community Relations Officer | Simple | Community Relations Section |
| Issuance of Service Records (Employees in the Active Roll) | None | None | None | HR Staff | Simple | Human Resource Department |
| Issuance of Certification of Good Moral Character | 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 |
|---|--|------|-----------------------------------|-------------------------|------------------|--|
| Disposal of Asset and Waste Material | <ul style="list-style-type: none"> -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 |
| Water Sampling from Consumers and Sources for Bacteriological Analysis | None | None | None | Water Sampler | Simple | PSD |
| Response to Water Quality | None | None | Maintenance Order/Service Request | Maintenance Man | Simple | WDRD |
| Request for Infrastructure | 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

Where to Secure: Government Agencies, Contractors and Suppliers

CHECKLIST OF REQUIREMENT

1. Official Receipt/ Collection Receipt

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 official receipt which correspond the amount of cheque, affix signature on receive 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 official receipt to accounting processor | Accept official receipt and attach to disbursement voucher properly signed. | 1 minute | Accounting Processor | |
| | | Total | 3 minutes | | |
| END OF TRANSACTION | | | | | |

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
Where to Secure: Property, Quality Control and Procurement Division
 Engineering and Operations Department
 Human Resource Department
 Accounting and Financial Management Department

CHECKLIST OF REQUIREMENT

A. Payment for Remittances (GSIS, PhilHealth, HDMF and BIR)

1. Approved Summary of Monthly Remittances
2. Accomplished BIR forms and generated reports in BIR Alphalist Data Entry

B. Payment for Goods and Services

1. Inspection and Acceptance Report (IAR)
2. Acknowledgment Receipt of Equipment (ARE)/ICS, if applicable
3. Purchase Requisition (PR) of supplies, materials & equipment
4. Dealers/Suppliers' Invoices w/ quantity, unit & total value
5. Statement of Account/Bill, if any
6. Purchase Order
7. Request for Quotation & Summary/Abstract of Quotation
8. Report on Waste Materials & Damaged Report if for 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
6. Pictures before, during & after construction of items of work
7. Certificate of Completion
8. Notarized Contract
9. Bank guarantee/performance bond for release of retention money

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
Where to secure: n/a

Checklist of Requirements:

- 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. | |
| | | Total | 8 days, 9 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to secure: n/a

Checklist of Requirements:

- 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 | |
| | | TOTAL | 3 days, 9 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to Secure: Human Resource Department

CHECKLIST OF REQUIREMENTS

For Processing of Request:

1. Logbook

For claiming of COE:

1. None

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 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. | 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
Where to Secure: Human Resource Department

CHECKLIST OF REQUIREMENTS

For Processing of Request:

1. Logbook

For claiming of COE:

1. Identification Card / Authorization Letter

Duration

- 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 |
| TOTAL: | | | 31 minutes | | |
| 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
Where to Secure: Human Resource Department

CHECKLIST OF REQUIREMENT

For Processing of Request:

1. Logbook

For claiming of COE:

1. Identification Card / Authorization Letter

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 |
| | | TOTAL: | 26 minutes | | |

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
Where to Secure: Human Resource Department

CHECKLIST OF REQUIREMENT

For Processing of Request:

1. Logbook

For claiming of COE:

1. None

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 |
| TOTAL: | | | 21 minutes | | |

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
Where to Secure: Human Resource Department/Training and Development Division

CHECKLIST OF REQUIREMENTS:

1. Service Record, performance rating for the past 2 semesters

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 | |
| | | TOTAL | 3 days | | |
| END OF TRANSACTION | | | | | |



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
Where to secure: Human Resource Department

CHECKLIST OF REQUIREMENTS:

For Processing of Request:

- 1. Logbook

For Claiming of Authority to Travel:

-None

Duration:

- 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 advice 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 |
| | | TOTAL: | 18 minutes | | |

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
Where to secure: Human Resource Department

CHECKLIST OF REQUIREMENTS:

For Processing of Request:

- 2. Logbook

For Claiming of Authority to Travel:

-None

Duration:

- 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 |
| TOTAL: | | | 18 minutes | | |

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
Where to Secure: Property, Quality Control and Procurement Division/Inventory Disposal C
 Committee Secretariat

CHECKLIST OF REQUIREMENTS:

For Processing of Request

1. Stock Requisition Slip
2. Logbook

For Claiming of Stock Materials

1. Materials Pass Slip

Duration

- 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 |
| | | Total | 25 minutes | | |
| END OF TRANSACTION | | | | | |

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
Where to Secure: Property, Quality Control and Procurement Division/Inventory Disposal Committee Secretariat

Checklist of Requirements:

For Processing of Request

1. Inventory and Inspection Report of Unserviceable Property
2. Waste Material Report
3. Endorsement Letter to the Inventory Disposal Committee
4. Publication of Public Bidding

For Claiming of Disposed Stock Materials

1. Notice of Award
2. Official Receipt as Proof of Payment
3. Materials Pass Slip

Duration:

- 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 |
| | | Total | 15 days, 2 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to secure: N/A

CHECKLIST OF REQUIREMENTS:

- None

Duration

- 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 | | |
| | | TOTAL | 13 minutes | | |
| END OF TRANSACTION | | | | | |



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
Where to Secure: N/A
CHECKLIST OF REQUIREMENT: N/A
Duration

- 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
Where to Secure: Planning and Design Division

CHECKLIST OF REQUIREMENTS:

For Processing of Request:

1. Planning & Design Job Request form

For Claiming of Plan and Estimate:

1. None

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 |
| | | TOTAL | 60 days, 5 minutes | | |
| END OF TRANSACTION | | | | | |



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.”

GENERAL SANTOS CITY WATER DISTRICT
CITIZEN'S CHARTER
UPDATED March 2022