



GUIMBA WATER DISTRICT

Corner Faigal and Danzalan Streets, Brgy. Sta. Veronica, Guimba, Nueva Ecija

Telephone Number: (044) 611-1207 / TeleFax Number: (044) 611-0141

Email Address: gwdcoc295@yahoo.com

Website: guimbawaterdistrict.gov.ph

CITIZEN'S CHARTER
2021, 1st Edition



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CITIZEN'S CHARTER

I. Vision:

Makapagbigay ng lubos na kasiyahan sa aming mga taga tangkilik ng serbisyo ng tubig sa pamamagitan ng pagbibigay ng ligtas, malinis, masaganang tubig at isang pantay-pantay at tapat na paglilingkod sa abot ng aming makakaya.

II. Mission:

Upang makapaghatid ng malinis at ligtas na tubig na dadaloy sa bawat tahanan ng Guimba sa pinakamababang halaga, abot kaya at tapat ng paglilingkod.

III. Service Pledge:

"We, the officials and employees of Guimba Water District are committed to serve with integrity, honesty and professionalism to deliver potable, adequate and affordable supply of water."

IV. Quality Policy:

Guimba Water District is committed to all customers and concessionaires in providing safe potable water within the service coverage.

We pledge to comply to the Philippine National Standard for Drinking Water (PNSDW) and apply acceptable practices in providing sustainable water supply and continuously improve our service quality through an effective Quality Management and Water Safety Plan. We also commit to sustain the environment where we extract water and apply safe working practices.

We will ensure compliance to all applicable statutory, legal, safety and environmental requirements. We shall also monitor our performance through implementation of quality objectives at each relevant function of our organization.

Guimba Water District will always assist, treat and address our customers and concessionaires with the quality Service they deserve, with respect and compassion.



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GUIMBA WATER DISTRICT
FRONTLINE / External Services



SERVICE SPECIFICATIONS

1. Application for New Service Connection

Any person, firm or office interested of having water supply service may avail the services. Provided they have fulfilled all the requirements asked. The service connection will not be installed unless approved by the inspection team and the General Manager and until all the charges paid. Cost of the materials was based on ½ 'Ø water meter. Schedule of installation will be first come first serve.

Office or Division:	Commercial			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	Owner of Property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
1. Application Form (SACO)		GWD - PACD and Customer Service Desk		
2. 1 copy Barangay Clearance (Photocopy)		Provided by the applicant		
3. 1 valid ID (Photocopy)		Provided by the applicant		
4. 1 pc. 2x2 picture (white background)		Provided by the applicant		
5. Building Permit (Photocopy) <i>(for properties under construction as ordered by the Office of Sangguniang Bayan under Resolution No. 57 s. 2014)</i>		Provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Service Application and Construction Order (SACO) and requirements to the Customer Service Desk	1. Evaluation of SACO and the requirements submitted	None	7 minutes	Customer Service Officer
2. Coordinate with the GWD Maintenance team	2. Conduct on-site inspection	None	1 hour	Water Maintenance Man
3. Full payment for installation fee	3. Issuance of Official Receipt (OR)	PHP 4,770.00 for regular tapping* PHP 5,070.00 for boring*	5 minutes	Cashier
4. Submit SACO with the Official Receipt	4. Preparation of contract and orientation on GWD Policies	None	10 minutes	Customer Service Officer
5. Wait for the queue	5. Prepare Requisition and Issue Slip (RIS) for Installation	None	5 minutes	Supply Officer



6. Proceed to the Customer Service Desk for the creation of account	6. Installation of Service Connection	None	3 hours	Water Maintenance Man
7. Sign the accomplishment report	7. Receive the Accomplishment Report from the new concessionaire	None	3 minutes	Water Maintenance Man
	TOTAL	Regular Tapping – PHP 4,770.00 Boring – PHP 5,070.00	4 hours & 30 minutes	
END OF TRANSACTION				

**Breakdown of payment:*

Materials	*Regular Tapping Fee (for 50mm and 75mm mainlines)	**Boring Fee (for 100mm, 150mm and 200mm mainlines)
1pc saddle clamp	350.00	650.00
3 meters PE pipe	90.00	90.00
1pc magnetic valve	500.00	500.00
4pcs GI nipple 8 x ½ Ø	520.00	520.00
3pcs adaptor	600.00	600.00
3 pcs teflon tape	30.00	30.00
2pcs elbow reducer	180.00	180.00
2pcs GI elbow	100.00	100.00
1pc meter meter	1,850.00	1,850.00
1pc meter cage	550.00	550.00
TOTAL	4,770.00	5,070.00



2. Payment of Water Bill

A regular charge that is made to people for the use of their local water supply.

Cases:

1. If payment is being made on or before the due date, pay the amount stated in the water bill
2. If payment is being made after due date, pay the amount stated in the water bill + 10% penalty
3. If the water services have been temporarily disconnected due to unpaid water bill, pay the amount stated in the water bill plus reconnection fee of P300.00.

Office or Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
1. Water Bill (Statement of account)		Given to concessionaires during distribution of billing notice		
2. Old receipts in absence of the present water bill		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the amount as stated in the water bill	1. Process payment and issue Collector's Receipt/Official Receipt	As stated in the water bill	5 minutes	Cashier
	TOTAL	As stated in the water bill	5 minutes	
END OF TRANSACTION				



3. Request for Change Name

Can be requested by the new owner of the property, in case of acquisition or due to death of the account holder.

Office or Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
1. 1 valid ID (Photocopy)		Provided by the concessionaire		
2. Authorization Letter / Waiver from the present owner/concessionaire approving the request		Provided by the concessionaire		
3. Photocopy of deed of sale (for sold properties)		Provided by the concessionaire		
4. 1 ID of the present owner (photocopy)		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Customer Service Desk	1. Check/Verify the completeness of the requirements	None	5 minutes	Customer Service Officer
2. Attend GWD orientation	2. Orient the new concessionaire regarding GWD policies	None	7 minutes	Customer Service Officer
3. Wait for the queue	3. Change old account name to new account name in the billing and collection system	None	5 minutes	Customer Service Officer
	TOTAL	None	17 minutes	
END OF TRANSACTION				



4. Request for Reconnection

Reconnection refers to the reinstallation of pulled out meter after paying applicable fees.

Office or Division:		Commercial		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
1. Statement of account		Given to concessionaires during distribution of billing notice / in case of unavailable SOA, ask the PACD or customer service officer for a copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request reconnection at the Customer Service Desk	1. Check/Verify the status of concessionaire's account	None	5 minutes	Customer Service Officer
2. Pay outstanding bills and reconnection fee	2. Accept payment and issuance of Collector's receipt/ Official Receipt	Depending on the outstanding bill + reconnection fee	5 minutes	Cashier
3. Present Collector's receipt/ Official Receipt	3. Prepare request for reconnection form	None	5 minutes	Customer Service Officer
4. Coordinate with the designated meter reader or customer service assistant	4. Reconnect water meter	None	30 minutes	Customer Service Assistant (meter reader)
	4.1 Thru magnetic valve		3 hours	
	4.2 Pulled out mainline			
	TOTAL	Depending on the outstanding bill + reconnection fee (PHP 300.00)	3 hours and 45 minutes	
END OF TRANSACTION				



5. Request for Repairs and Maintenance Services (Service Line Leak)

An unintended hole or crack at GWD service line that needs to be repaired.

Office or Division:		Commercial / Engineering		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request repair at the Customer Service Desk	1. Evaluate the report received	None	5 minutes	Customer Service Officer
2. Wait for the queue	2. Prepare Requisition and Issue Slip (RIS) for leak repair	None	3 minutes	Customer Service Officer
3. Coordination with the Maintenance or Engineering Team of GWD	3. Repair of service line leak	None	2 hours	Water Maintenance Man
4. Sign the accomplishment report	4. Receive the Accomplishment Report from the concessionaire	None	3 minutes	Water Maintenance Man
	TOTAL	None	2 hours & 11 minutes	
END OF TRANSACTION				



6. Request for Repairs and Maintenance Services (Transfer Location of Water Meter)

An act of transferring the tapping point of a particular water meter.

Office or Division:		Commercial / Engineering		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request relocation or transfer location of water meter at the Customer Service Desk	1. Evaluate the request received	None	5 minutes	Customer Service Officer
2. Fill out Request for Transfer Location of meter	2. Check the completeness of filled out form	None	5 minutes	Customer Service Officer
3. Coordinate with the inspector	3. Inspection of the present location up to the new location of water meter	None	1 hour	Water Maintenance Man
4. Pay Transfer Location of Tapping (TLT) fee and the cost of materials to be used	4. Process payment and issue Official Receipt (OR)	PHP 300.00 for the TLT fee + materials	5 minutes	Cashier
5. Submit the OR at the Customer Service Desk	5. Prepare the Requisition and Issue Slip (RIS)	None	5 minutes	Customer Service Officer
6. Wait for your schedule	6. Relocate or transfer water meter	None	3 hours	Water Maintenance Man
7. Sign the accomplishment report	7. Receive the Accomplishment Report from the new concessionaire	None	3 minutes	Customer Service Officer
	TOTAL	PHP 300.00 for the TLT fee + materials	4 hours & 28 minutes	
END OF TRANSACTION				



7. Request for Senior Citizen Discount

A privilege of every senior citizen for a 5% discount relative to the monthly dues on water utility bills, provided they are residing on the said household and that the registered account is under the name of the senior citizen.

Office or Division:	Commercial / Engineering			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
1. Fully accomplished Senior Citizen Discount Form		PACD / Customer Service Desk		
2. 1 copy Barangay Clearance (Photocopy)		Provided by the concessionaire		
3. Senior Citizen ID (Photocopy)		Provided by the concessionaire		
4. 1 valid ID (Photocopy)		Provided by the concessionaire		
5. Present water bill (proof that the account is under the senior citizen's name)		Provided by the concessionaire / absence of water bill, please ask the customer service officer for a copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Senior Citizen Discount Form and the requirements needed at the Customer Service Desk	1. Evaluate the account and check the completeness of Form and the requirements asked	None	8 minutes	Customer Service Officer
2. Prepare for a snapshot holding the newspaper	2. Take picture of the senior citizen	None	5 minutes	Executive Assistant
3. Attend orientation about the Senior Citizen Discounts Guidelines	3. Orient the senior citizen concessionaire about the guidelines	None	7 minutes	Customer Service Officer
	TOTAL	None	20 minutes	
END OF TRANSACTION				



8. Request for Voluntary / Temporary Disconnection

Termination of the water connection of a household.

Office or Division:		Commercial / Engineering		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		All concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
1. Statement of account		Given to concessionaires during distribution of billing notice / in case of unavailable SOA, ask the PACD or customer service officer for a copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for service disconnection at the Customer Service Desk	1. Check/verify the status of the concessionaire's account	None	5 minutes	Customer Service Officer
2. For the account with outstanding balance, pay the amount stated on the water bill	2. Process payment and issue Collector's Receipt/ Official Receipt	As stated in the account	5 minutes	Cashier
3. Present the Collector's Receipt/ Official Receipt to the Customer Service Desk	3. Prepare request for disconnection form	None	5 minutes	Customer Service Officer
4. Coordinate with the Engineering Team	4. Disconnect service line:	None	15 minutes	Customer Service Assistant (Meter Reader)
	4.1 Disconnection on magnetic valve 4.2 Disconnection thru pulling out the water meter		1 hour	Water Maintenance Man
TOTAL		As stated in the account	1 hour & 30 minutes	
END OF TRANSACTION				



GUIMBA WATER DISTRICT
Internal Services



SERVICE SPECIFICATIONS

1. Application for Leave

A leave application is basically a formal way of asking for a break from work for a particular time period.

Office or Division:	Admin.			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens (Employee)			
Who may avail:	GWD employee			
Checklist of requirements		Where to secure?		
1. Signed Leave Form		Admin. / HR		
2. 1 copy of Marriage Certificate (Photocopy) - (For Anniversary Leave)		Provided by the employee		
3. Original Medical Certificate (For Sick Leave)		Provided by the employee		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the HR and request to file a leave	1. Print GWD official leave form 1.1 Attach the photocopy of Marriage Certificate (for Anniversary Leave) 1.2 Attach the original Medical Certificate (for Sick Leave)	None	5 minutes	HR
2. Sign the leave form application	2. The leave form should be signed by the HR, Division Manager and the General Manager	None	2 minutes	HR, Division Manager, General Manager
3. Wait for the approval	3. The action should be relay to the employee thru text or call whether the application is approved or disapproved	None	1 minute	HR
4. None	4. File the leave form for reference purposes	None	1 minute	HR
	TOTAL	None	9 minutes	
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS

FEEDBACKS AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Accomplish our Concessionaires' Feedback Survey Form available at the Public Assistance and Complaints Desk (PACD) and put it inside the suggestion box that can be found at the entrance door of Guimba Water District's Office.</p> <p>For inquiries and follow-ups, concessionaires may contact the following numbers: (044) 611-1207 / 0943-708-4204</p>
How feedback is processed?	<p>Every day, the Customer Service Officer compile and record all the feedback forms from the suggestion box. After being evaluated, all forms are forwarded to the General Manager for appropriate actions. The action of the office is then relayed to the customer.</p> <p>For inquiries and follow-ups, concessionaires may contact the following numbers: (044) 611-1207 / 0943-708-4204</p>
How to file complaints?	<p>Fill up the complaint form or Customer Satisfaction Survey Form found at the entrance door of Guimba Water District's Office.</p> <p>For inquiries and follow-ups, concessionaires may contact the following numbers: (044) 611-1207 / 0943-708-4204</p>
How complaints are processed?	<p>Customer Service Officer compile and record all the complaints. After being evaluated, all complaints are forwarded to the General Manager and/or Division Managers for appropriate actions. The action of the office is then relayed to the customer thru text message or phone calls.</p> <p>For inquiries and follow-ups, concessionaires may contact the following numbers: (044) 611-1207 / 0943-708-4204</p>
Contact Information of ARTA, Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB)	<p>ARTA: complaints@arta.gov.ph, 1-ARTA (2782) PCC: 8888 CSC-CCB: 09088816565 (SMS)</p>



Official Contact Information of Guimba Water District

Office	Address	Contact Information
Guimba Water District	Corner Faigal and Danzalan Streets, Brgy. Sta. Veronica, Guimba, Nueva Ecija	Tel. No.: (044) 611-1207 TeleFax No.: (044) 611-0141 Cellphone No.:09437084204 Email: gwdcoc295@yahoo.com
Pumping Station # 1	Brgy. Sta. Veronica, Guimba, Nueva Ecija	0943-708-4221
Pumping Station # 2	Brgy. San Roque, Guimba, Nueva Ecija	0932-854-9872
Pumping Station # 3	Brgy. Bantug, Guimba, Nueva Ecija	0943-708-4226
Pumping Station # 4	Brgy. Maturanoc, Guimba, Nueva Ecija	0932-854-9872
Pumping Station # 5	Brgy. San Andres, Guimba, Nueva Ecija	0932-854-9877
Pumping Station # 6	Brgy. Bacayao, Guimba, Nueva Ecija	0932-855-3914
Pumping Station # 7	Brgy. San Rafael, Guimba, Nueva Ecija	0932-855-3914
Pumping Station # 8	Brgy. Tampac II-III, Guimba, Nueva Ecija	0943-708-4226
Pumping Station # 9	Rufina Homes V, Cavite, Guimba, Nueva Ecija	0943-708-4202
Pumping Station # 10	Brgy. Narvacan I, Guimba, Nueva Ecija	0932-855-3914

Schedule of Availability of All Services
Monday to Friday
8:00 AM – 5:00 PM
NO NOON BREAK