

6. STEP-BY-STEP PROCEDURES IN OBTAINING A PARTICULAR SERVICE



6.1. ASSISTANCE TO WALK-IN CLIENTS

6.1.1. APPLYING FOR WATER SERVICE CONNECTIONS

Schedule of Availability of the Service:

Monday to Friday

8:00 am – 5:00 pm

No Noon Break

Duration

The service takes more or less three (3) days to avail.

Who may avail the service

General Mariano Alvarez, Cavite residents

For New Application (Residential Account)

1. Barangay permit
2. Special Power to the Attorney (if representative)
3. Photocopy of Valid ID (GSIS, SSS, Company ID, Voter's ID, Postal ID of Driver's License) cedula
4. Photocopy of Land Title/Tax Declaration
5. Photocopy of House/Building Permit
6. Waiver (if not owner of property)
7. Contract of lease (if renter)
8. Filled-up service contract application
9. Sub-connection form authorization (if tapping line is owned by private individual)
10. Mayor's permit / Excavation permit

New Connection (For Corporation)

1. Copy of Board Resolution/Secretary's Certificate
2. Photocopy of lease contract
3. Filled-up service contract



For Transfer of Water Meter/re-opening of permanently inactive connection

1. Bill of previous connection
2. Sketch of location
3. Filled-up service contract

Change of Account Name

(Registered consumer is already dead)

1. Photocopy of Death Certificate of the deceased consumer
2. Photocopy of valid ID/cedula of the new consumer
3. Filled-up service contract

Change of Account Name

(if due to newly acquired/purchased property)

1. Deed of assignment form (duly notarized)
2. Photocopy of Absolute Deed of Sale/Lot title
3. Photocopy of valid ID / cedula
4. Affidavit of undertaking & waiver

Change of Account Name (Corporation)

1. Deed of Assignment form (duly notarized)
2. Copy of Board Resolution/Secretary's Certificate
3. Photocopy of Valid ID, cedula of new customer



WORK FLOW PROCESS FOR THE NEW SERVICE APPLICANTS

1. Magdala ng barangay permit, cedula, valid ID at iba pang dokumentong kailangan.
2. Mag-aplay sa Customer Service na nakatalaga. Punan at lagdaan ang service contract. Bayaran ang installation & tapping fee sa cashier na P2,340.00 para sa Residential o P3,105.00 para sa Commercial.
3. Hintayin ang inspector sa inyong lugar para malaman ang babayaran na materyales.
4. Bumalik sa opisina upang magbayad. Kunin ang kopya ng application form at sketch ng lugar para sa pagkuha ng mayor's permit, at isumite sa opisina ang kopya.
5. Hintayin ang paghatid ng inyong materyales na kailangan sa inyong linya. Ihanda ang hukay na pagbabaunan ng tubo na may lalim na isang piye.
6. Darating ang tubero upang ikabit ang linya ng inyong tubig.

6.1.2. PAYMENT

Schedule of availability of the service

Monday to Saturday

8:00 am – 5:00 pm

No Noon Break

Duration

The service is conducted every month as indicated on the billing cycle schedule.

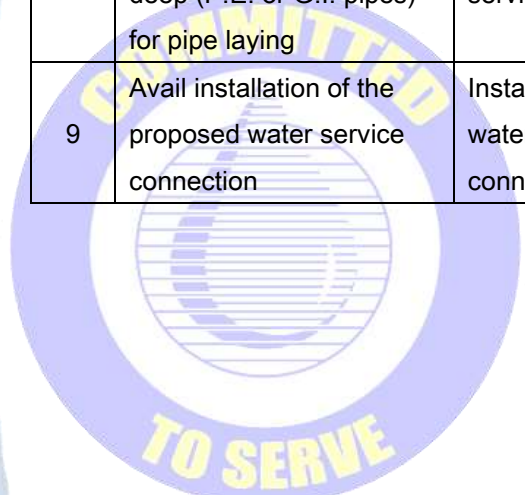
Who may avail the service

GMA Water District concessionaires



How to avail of the Service:

Step	Concessionaires	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Form
1	Inquire requirements on water service application	Provides list of requirements	10 minutes	Customer Service Clerk	List of Requirements
2	Complete the entire necessary requirements		1 day		
3	Secure and fill-up application form	Provides application form	10 minutes	Customer Service Clerk	Application Form
4	Go back to the customer service, present filled up application form together with all the requirements	Checks the application form and the requirements	5 minutes	Customer Service Clerk	Application Form and Requirements
5	Pay installation and tapping fee to cashier	Issues Official Receipt (OR)	5 minutes	Cashier	Official Receipt
6	Avail service inspector for site inspection to estimate cost of materials	An inspection will be conducted as to where the location of the house of the applicant, the nearest water source or mainline for the service line tapping.	1 day	Service Inspector	Inspection slip
7	Go back to the GMAWD office for payment of materials after inspection Secures Mayor's Permit	Issues Official Receipt (OR)	5 minutes	Cashier GMA-LGU	Official Receipt Application Form / Location Map
8	Received delivery of materials and prepare excavation at least 1 ft. deep (P.E. or G.I. pipes) for pipe laying	Delivers materials to the applicant's location of the proposed water service installation.	1 day	Delivery Team	Acknowledgement Receipt
9	Avail installation of the proposed water service connection	Installs the proposed water service connection	1 day	Plumbers	Acknowledgement Receipt



**6.1.3. MAINTENANCE PLUMBING SERVICES REQUESTS/
PRODUCTION AND WATER DISTRIBUTION SERVICES**

Schedule of Availability of Service:

Monday to Saturday

8:00 am – 5:00 pm without noon break

Who may avail the service?

GMAWD Concessionaires and the General Public

What are the requirements?

Completed information on the requests



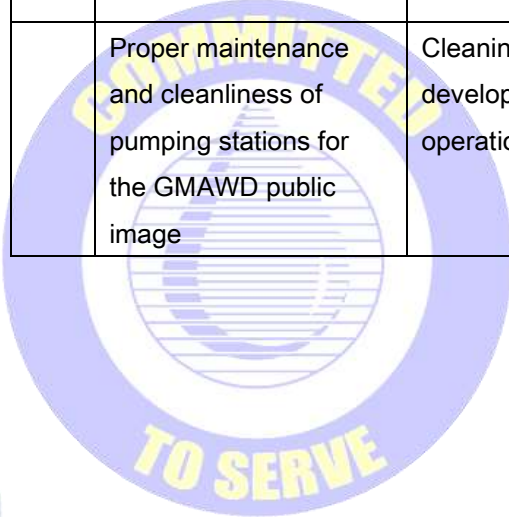
How to avail of the Service:

Step	Concessionaires	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Form
1	Installation for Newly Applied Service Connections	Delivery of materials & fittings	in 2 hours	Maintenance delivery crew	Installation delivery form
	a. Series/tapping & install standard service line connection		30 minutes - 1 hour	Maintenance workforce	Installation order form
	b. Service line connections with pipes (with threading of G.I. pipes)		2 hours - 3 hours		
	c. Service line connection with jetting/concrete cutting across the road		approx. 6 hours		
2	Reconnections on GMAWD connection that has been inactive	Unlocking of the lock head valve / removal of plug	5 minutes	Maintenance workforce	Reconnection Maintenance order
3	Disconnection on water services of unsettled water bill accounts and those delinquent concessionaires	Locking of the lock head valve	2 minutes	Maintenance workforce	Disconnection Maintenance form
		Excavation for the service line tapping point	30 minutes		
		Disconnection on its tapping	1 hour		
		Backfilling & clearing works	30 minutes		
4	Expansion line projects / Projects a Per pipe	Pipe laying services Installation of mechanical fittings	3 minutes 2 hours 1 hour	Maintenance workforce	Maintenance Job order form
5	Leakages Repairs: a. Service line leakages	Inspection on the said leakage occurrence	1 minute	Maintenance workforce	Maintenance Job order form

	a-1 Replacements on some dilapidated service line fittings	Repair/replacements	30 -45 minutes	Maintenance workforce	Maintenance Job order form
6	Inspection and estimation of materials needed for new installation	Ocular inspection on the applicant/ client Informing the client about the materials and fittings to be used for said service connection	10 minutes 5 minutes	Inspector/ Maintenance workforce	Inspection Slip form
7	Assessment of concessionaire's feedback on the rendered services	Site inspection on the accomplished maintenance service works	10 minutes	Supervisor / Foreman	Feedback form
8	Concessionaire's request	Ocular inspection Provide services for customer's requests	3 minutes 30 minutes - 1 hour	Supervisor / Foreman Maintenance Foreman	Maintenance Job order form
9	Water meter efficiency and accuracy check up	On site checking & testing of meter efficiency	30-45 minutes	Water Meter Technician	Maintenance Job order form
10	Water meter repairs & replacements	Repair/replacement of defective meter	20-30 minutes		
11	GMAWD site development projects	Perform necessary & appropriate labor	10 minutes	Supervisor / Foreman	Maintenance Job order form
12	Restoration on GMAWD maintenance workforce accomplishment	Clearing operation works	1 hour	Maintenance workforce	Maintenance Job order form



Step	Concessionaires	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Form
	Official Job Order request form thru Commercial Division Customer Service for the execution of the Production services	Forwarded Customer service's complete "Maintenance / Job order forms" to the Engineering Production services			
1	Inspection and check up on GMAWD supply	Regular facilities & resources check	every 2 hours	Pump Operators	Service request Job order form
2	Concessionaire's satisfaction on water supply	House to house survey	in 3 hours	Pump Operators	Service request Job order form
3	Water quality safeness and potability	Ocular inspection Residual testing Bacteriological test (distribution area) Physical & chemical tests of water samples from all pumping stations	10 minutes 10 minutes/sample 1 hour/sample 1 hour/sample	Pump Operator/Lab Technician Laboratory Technician	Water Quality Form Water Quality Form
4	Receive 24 hours duty	Monitoring & proper	24 hours	Pump Operators	Logbook
5	for pumping operation services	pumping operations		Pump Operators	Logbook / Feedback Form
	Proper maintenance and cleanliness of pumping stations for the GMAWD public image	Cleaning & site development operations	1 hour/day		



Schedule of Availability of Service:

Monday to Saturday

8:00 am – 5:00 pm

No Noon Break

Who may avail the service

GMAWD Concessionaires and the General Public

What are the requirements

Complete information on the request

How to avail of the service

Step	Concessionaires	Service Provider	Duration of Activity(under normal circumstances)	Person In-Charge	Form
1	Make a call at GMAWD and give the details of inquiries/ complaints	Get the complete information from the client including name, area, and nature of complaints	5 minutes	Customer Service Clerk	Maintenance Order
2		Refer to the concerned division / department	5 minutes	Customer Service Clerk	Logbook
3		Respond on the complaints for satisfaction of the client/or informant		Concern Employee/ Department	job order form



6.3. RESPONSE TO INQUIRIES/COMPLAINTS THRU TEXT MESSAGING

Schedule of Availability of Service:

Monday to Saturday

8:00 am – 5:00 pm

No Noon Break

Who may avail the service

GMAWD Concessionaires and the General Public

What are the requirements

Completed information on the request

How to avail of the service

Step	Concessionaires	Service Provider	Duration of Activity(under normal circumstances)	Person In-Charge	Form
1	Text or call at GMAWD and give the details of inquiries/ complaints	Get the complete information from the client including name, area, and nature of complaints	5 minutes	Customer Service Clerk	Maintenance Order
2		Refer to the concerned division/department	5 minutes	Customer Service clerk	Logbook
3		Respond on the complaints for satisfaction of the client or informant		Customer Service Clerk	job order form



SENIOR CITIZEN 5% UTILITY DISCOUNT

RA 9994 Art. 12, Sec.1 provides the grant of 5% water utility discount to senior citizens provided they meet and submit the following requirements: that the monthly consumption does not exceed thirty cubic meters (30 cu.m.); and that the privilege is granted per household regardless of the number of senior citizens residing therein. There shall be annual renewal of application to the utility provider.

To avail to the discount, the senior citizen shall:

1. Apply for the discount personally or thru a representative (bring authorization letter and photocopy of a valid ID)
2. Submit requirements:
 - a. Photocopy of proof of age and citizenship (original Sr. Citizen ID)
 - b. Photocopy of proof of billing. Meter registration should be in the name of the senior citizen for a period of one year.
 - c. Proof of residence (barangay certification original copy)
 - d. Photocopy of proof of lot ownership (should be in the name of senior citizen)

For Annual Renewal

Bring the original barangay certification of residence and the old/expired senior citizen discount card.

RAFFLE

Schedule of Availability of Service: Monthly

Who may avail the service: GMAWD Concessionaires on-time payers

How to avail of the service

Monthly raffle promo

0-10 consumption (cubic meter)	= 1 raffle coupon
11-20	= 2 raffle coupons
21-30	= 3 raffle coupons
31-40 up	= 4 raffle coupons



Step	Concessionaires	Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Form
1	Pay water bill on or before due date of payment	Issues official receipt upon payment	5 minutes	Teller	official receipt
2	Claim coupons upon payment on or before due date	Issues raffle coupon	5 minutes	Help Desk Clerk	raffle coupon
3	Fill up coupon(s) and drop in drop box.				raffle coupon

6.5. COMPLAINTS, SERVICE REQUEST, INQUIRIES

GMAWD is accepting complaints & service requests by filling up the feedback and redress form available at the Help Assistant Desk, 1st floor main building and at information desk, 2nd floor, Annex building.

Suggestion box is also available at the collection areas of GMAWD main building. Drop your suggestion, information of illegal activities with complete data and sketch or other important information that is essential for the improvement of our water service.

SCHEDULE OF OFFICE HOURS

GMAWD (Main Office)

Collection:

Monday to Saturday 8:00 am to 5:00 pm (NO NOON BREAK)

Mandarin Sub-Office

Collection:

Monday to Saturday 9:00 am to 4:00 pm

Metro San Jose – GMA Annex Bldg. 2nd floor, Brgy. G. De. Jesus

Collection:

Monday 9:00 am to 12:00 nn

1:00pm to 4:00 pm

Tuesday to Friday 8:00 am to 12:00 nn

1:00pm to 4:00 pm

Construction and Maintenance

Monday to Saturday 8:00 am to 5:00 pm

Production: 24/7



COMMUNICATION LINES

GMAWD Phone-in inquiries & complaints

GM's Office (046) 460-4645
Commercial Services (046) 460-4176

GMAWD Website:

www.gmawaterdistrict.com

GMAWD E-mail Address:

gmawaterdistrict@yahoo.co.in

GMAWD Facebook:

<https://www.facebook.com/gmawd.gmacavite>

GMAWD Text Broadcast:

To send in your requests, reports on leaks or illegal connections via text:
Type **GMAWD**<space>**services**<space>**message** and send to **2786** for **Sun**
subscribers and **09229992786** for other networks

