



GENERAL TINIO WATER DISTRICT

CITIZEN'S CHARTER

2019 (2nd Edition)



GENERAL TINIO WATER DISTRICT

CITIZEN'S CHARTER

2019 (2nd Edition)



GENERAL TINIO WATER DISTRICT

I. Mandate:

General Tinio Water District was formed in 1980 by virtue of Sangguniang Bayan Resolution and became a full-fledged water district with the issuance by Local Water Utilities Administration (LWUA) of its Certificate of Conditional Conformance # 191 on March 10, 1982.

II. Vision:

A government owned and controlled corporation guided by good moral values created and committed to produce safe clean, potable and affordable water supply for the whole town of General Tinio, Nueva Ecija where everyone of its constituents have full access to enjoy the use of it

III. Mission:

Maintain harmonious relationship in a prosperous & healthy community through the use of safe, clean, potable and affordable water supply.

IV. Service Pledge:

We deliver a safe and viable drinking water to our concessionaire 24 hours a day, and maintain at all times good public relation by dealing with the public fairly and sincerely to win their support and goodwill. Our office is open to serve the public Monday to Friday from 8:00 am to 5:00 pm except holidays. (no noon break)

We serve them with utmost responsibility, integrity, loyalty and efficiency.

"Since we are a public entity, customer satisfaction is our index of success".



LIST OF SERVICES

GENERAL TINIO WATER DISTRICT Services.....	3
External Services	4
1. Application and Installation of New Service Connection (Regular).....	5
2. Application and Installation of New Service Connection (with Horizontal Boring) ...	5
3. Billing.....	9
4. Collection of Payment.....	10
5. Service Request for Change Name.....	11
6. Service Request – Calibration.....	12
7. Service Request – Complaints, Leaks, Wrong/Large Reading.....	13
8. Service Request for Reconnection.....	14
9. Service Request for Disconnection.....	15
10. Service Request – Transfer/Relocation of Meter (Regular).....	16
11. Service Request – Transfer/Relocation of Meter (with Horizontal Boring).....	16
12. Service Request – Broken Glass/Damaged Meter.....	17
Internal Services	18
1. Application for Leave.....	19
2. Certificate of Net Pay ..	20
3. Service Record	21
4. Certificate of Employment	22



GENERAL TINIO WATER DISTRICT

External Services



SERVICE SPECIFICATIONS

1. Application and Installation of New Service Connection (Regular)

Qualified residents of General Tinio who are interested in having water supply service may proceed to our office. Schedule of installation will depend on the date and time of application. (First come, first serve basis).

Office or Division:	General Tinio Water District			
Classification:	Highly Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Service Request Form - 1, original copy • Kahilingan sa Serbisyo ng Tubig (Application Form) - 2, original copy • Barangay Clearance - 1, original copy • Valid ID (Driver's License, Passport, Postal ID, GSIS, SSS, PRC, Voter's ID, Senior Citizen's ID) - 1, photocopy • Authorization Letter (if applying as a representative) - 1, original copy 		General Tinio Water District (Commercial Division) General Tinio Water District (Commercial Division) Barangay Hall LTO, DFA, Post Office, GSIS, SSS, PRC, Comelec, Municipal Hall, and other concerned agencies Person being represented		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill up Service request	1.1 Receive service request and refer to Maintenance Division for Inspection	None	15 minutes	<i>Utilities/Customer Service Assistant , Commercial Division</i>
2. None	2.1 Inspection of site and preparation of computation of materials to be used. 2.2 Communicate (thru text message) to applicant the result of inspection and the charges.	None	1 hour	<i>Senior Water Utilities Development Officer, Maintenance Division</i> <i>Utilities/Customer Service Assistant, Commercial Division</i>



3. Present Valid ID barangay clearance as well as any other paper required under the circumstances (Barangay certification, permit etc)	3.1 Verifies identity of the applicant, as well as the documents submitted	None	30 minutes	<i>Utilities/Customer Service Assistant, Commercial Division</i>
4. Fill up application form (Kahilingan sa Serbisyo ng Tubig)	4.1 Receive completely filled up application form (Kahilingan sa Serbisyo ng Tubig)	None	20 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
5. Check for the correctness of data, if found correct, sign	None	None	10 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
None	6.1 Send Application form (Kahilingan sa Serbisyo ng Tubig) for signature by the Head of Office	None	15 minutes	<i>Utilities/Customer Service Assistant, Commercial Division</i> <i>General Manager</i>
7. Applicant pays the Application fee/inspection fee and materials to be used	7.1 Accept payment and issue Official Receipts (OR). 7.2 Advise the applicant of the installation date of the water service connection	Installation cost*	15 minutes	<i>Cashier C</i> <i>Senior Water Utilities Development Officer, Maintenance Division</i>
8. None	8.1 Prepares schedule of service line tapping/horizontal boring	None	1 day	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
9. Applicant signs Office copy of application	9.1 Service Line Tapping	None	6 hours	<i>Plumber, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		1 day, 8 hours, 45 minutes	

*See Schedule of Fees for New Service Connection and Other Charges



2. Application and Installation of New Service Connection (with Horizontal Boring)

Qualified residents of General Tinio who are interested in having water supply service may proceed to our office. Schedule of installation will depend on the date and time of application. (First come, first serve basis).

Office or Division:	General Tinio Water District			
Classification:	Highly Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Service Request Form - 1, original copy • Kahilingan sa Serbisyo ng Tubig (Application Form) - 2, original copy • Barangay Clearance - 1, original copy • Valid ID (Driver's License, Passport, Postal ID, GSIS, SSS, PRC, Voter's ID, Senior Citizen's ID) - 1, photocopy • Authorization Letter (if applying as a representative) - 1, original copy 		General Tinio Water District (Commercial Division) General Tinio Water District (Commercial Division) Barangay Hall LTO, DFA, Post Office, GSIS, SSS, PRC, Comelec, Municipal Hall, and other concerned agencies Person being represented		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill up Service request	1.1 Receive service request and refer to Maintenance Division for Inspection	None	15 minutes	<i>Utilities/Customer Service Assistant, Commercial Division</i>
2. None	2.1 Inspection of site and preparation of computation of materials to be used. 2.2 Communicate (thru text message) to applicant the result of inspection and the charges.	None	1 hour	<i>Senior Water Utilities Development Officer, Maintenance Division</i> <i>Utilities/Customer Service Assistant, Commercial Division</i>



3. Present Valid ID barangay clearance as well as any other paper required under the circumstances (Barangay certification, permit etc)	3.1 Verifies identity of the applicant, as well as the documents submitted	None	30 minutes	<i>Utilities/Customer Service Assistant, Commercial Division</i>
4. Fill up application form (Kahilingan sa Serbisyo ng Tubig)	4.1 Receive completely filled up application form (Kahilingan sa Serbisyo ng Tubig)	None	20 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
5. Check for the correctness of data, if found correct, sign	None	None	10 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
None	6.1 Send Application form (Kahilingan sa Serbisyo ng Tubig) for signature by the Head of Office	None	15 minutes	<i>Utilities/Customer Service Assistant, Commercial Division</i> <i>General Manager</i>
7. Applicant pays the Application fee/inspection fee and materials to be used	7.1 Accept payment and issue Official Receipts (OR). 7.2 Advise the applicant of the installation date of the water service connection	Installation cost*	15 minutes	<i>Cashier C</i> <i>Senior Water Utilities Development Officer, Maintenance Division</i>
8. None	8.1 Prepares schedule of service line tapping/horizontal boring	None	1 day	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
9. Applicant signs Office copy of application	9.1 Service Line Tapping with horizontal boring	None	1 day	<i>Plumber, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		2 days, 2 hours, 45 minutes	

*See Schedule of Fees for New Service Connection and Other Charges



***SCHEDULE OF FEES FOR NEW SERVICE CONNECTION AND OTHER CHARGES**

CLAMP SIZE 1/4"

	Regular	Horizontal Boring
Service Connection Fee	2,000.00	2,000.00
Guarantee Deposit	500.00	500.00
Tapping fee/Boring fee	250.00	950.00
Materials	1,295.00	*1,295.00
Additional Materials (Horizontal Boring)	-	*690.00
Total	4,045.00	5,435.00

CLAMP SIZE 2"

	Regular	Horizontal Boring
Service Connection Fee	2,000.00	2,000.00
Guarantee Deposit	500.00	500.00
Tapping fee/Boring fee	250.00	950.00
Materials	1,395.00	*1,395.00
Additional Materials (Horizontal Boring)	-	*690.00
Total	4,145.00	5,535.00

CLAMP SIZE 3"

	Regular	Horizontal Boring
Service Connection Fee	2,000.00	2,000.00
Guarantee Deposit	500.00	500.00
Tapping fee/Boring fee	250.00	950.00
Materials	1,445.00	*1,445.00
Additional Materials (Horizontal Boring)	-	*690.00
Total	4,195.00	5,585.00

*Depend on the length & size of the service line – 10 meters @ Php35.00



CLAMP SIZE 4"

	Regular	Horizontal Boring
Service Connection Fee	2,000.00	2,000.00
Guarantee Deposit	500.00	500.00
Tapping fee/Boring fee	250.00	950.00
Materials	1,495.00	*1,495.00
Additional Materials (Horizontal Boring)	-	*690.00
Total	4,245.00	5,635.00

CLAMP SIZE 6"

	Regular	Horizontal Boring
Service Connection Fee	2,000.00	2,000.00
Guarantee Deposit	500.00	500.00
Tapping fee/Boring fee	250.00	950.00
Materials	1,745.00	*1,745.00
Additional Materials (Horizontal Boring)	-	*690.00
Total	4,495.00	5,885.00

***Depend on the length & size of the service line – 10 meters @ Php35.00**

TEE CONNECTION

	Regular
Service Connection Fee	2,000.00
Guarantee Deposit	500.00
Tapping fee/Boring fee	180.00
Materials	600.00
Additional Materials (Horizontal Boring)	-
Total	3,280.00



3. Billing

The schedule of water meter reading every month is posted in our website.

Office or Division:	General Tinio Water District			
Classification:	Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Active Connections – 1, original copy		General Tinio Water District, Commercial Division		
Billing Receipts – 1, original copy				
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. None	1. Prepares the list of Active Concessionaires	None	5 minutes	<i>Utilities/Customer Service Assistant, Commercial Division</i>
2. Concessionaire ask for reading and/or submits request for service (complaints)	2. Reads/checks individual meter, reports request for service to the Office	None	4 hours	<i>Utilities/Customer Service Assistant, Commercial Division</i>
3. None	3. Encode/input meter reading to the billing program. Printing of Billing Receipts	None	2 hours	<i>Utilities/Customer Service Assistant, Commercial Division</i>
4. None	4. Distribute the billing receipts to the Concessionaire	None	4 hours	<i>Utilities/Customer Service Assistant, Commercial Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		10 hours, 5 minutes	



4. Collection of Payment

Payment shall be made at the General Tinio Water District Cashier. Pay your water bills on time. A 10% penalty will be charged if payment is made after the prescribed period. Please refer to your Billing Notice.

Non-payment of water bill for two (2) consecutive months will be grounds for disconnection of water supply services.

Office or Division:	General Tinio Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water bill – 1, original copy		Served by General Tinio Water District (Commercial Division) after the scheduled reading		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Go to Cashier window and present water bill or provide account information	1.1 Get bill and verify account. 1.2 Inform concessionaire of outstanding balance.	None	2 minutes	Cashier C
2 Clarify bill prior to payment.	2. Explain charges when asked.	None	10 minutes	Cashier C
3. Payment of water bill and other collections. 3.1 Receive official receipt; count change before leaving.	3.1 Accept payment and issue Official Receipts (OR). 3.2 Count and give change	Total amount due*	3 minutes	Cashier C
END OF TRANSACTION	TOTAL PROCESSING TIME:		15 minutes	

*See Approved Water Rates Effective January 2012 and additional charges and discount of the GTWD



APPROVED WATER RATES EFFECTIVE JANUARY 2012

As per Board Resolution No. 13

Series of 2011 dated December 9, 2011

CLASSIFICATION	Minimum Charge	COMMODITY CHARGED				
		11-20	21-30	31-40	41-50	51 UP
Residential Connection	245.00	25.50	27.50	30.50	34.50	39.50
Semi-Commercial Conn-C	306.25	31.85	34.35	38.10	43.10	49.33
Semi-Commercial Conn-B	367.50	38.25	41.25	45.75	51.75	59.25
Semi-Commercial Conn-A	428.75	44.60	48.10	53.35	60.35	69.10
Commercial Connection	490.00	51.00	55.00	61.00	69.00	74.00

Additional charges:

Franchise Tax: 2%
 Metering Fee: ₱ 20.00

Discount:

Senior Citizen* 5%
 *30cu.m and below only



5. Service Request for Change Name

Transfer of name of the service connection shall be coursed through the Customer Service Division for proper accommodation.

Office or Division:	General Tinio Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Name Form – 1, original copy Waiver (if applicable) – 1, original copy Valid ID – 1, photocopy Proof of Ownership – 1, photocopy		General Tinio Water District (Commercial Division) General Tinio Water District (Commercial Division) LTO, DFA, Post Office, GSIS, SSS, PRC, Comelec, Municipal Hall, and other concerned agencies		
Official Receipt		General Tinio Water District (Cashier)		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Present Valid ID and proof of ownership, waiver from previous concessionaire (if not related)	1. Verify identity of the applicant, as well as the papers he/she submits	None	20 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
2. Fill up Transfer Name form	2. Receives filled up form	None	10 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
3. Application pays the transfer fees	3. Accept payment and issue Official Receipts (OR).	Php500.00	15 minutes	<i>Cashier C</i>
4. Go back to the Commercial Section and present the corresponding receipt	4. Record the data and process the request	None	15 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME		1 hour	



6. Service Request – Calibration

When the accuracy of the water meter is questioned, the District, upon request of the consumer, will cause an official test to be made in accordance with existing Rules and Regulations of the the District. The calibration fee is Php50.00 which is non-refundable.

Office or Division:	General Tinio Water District			
Classification:	Highly Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Slip – 1, original copy		General Tinio Water District (Commercial Division) General Tinio Water District (Cashier) General Tinio Water District (Maintenance Division)		
Official Receipt – 1, original copy				
Maintenance Order & Action Slip – 2, original copy and photocopy				
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill-up the complaint slip from the Utilities/Customer Service Assistant in the Commercial section	1. Record the complaint and assess the amount to be paid	None	5 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
2. Proceed to the Cashier for the payment	2. Accept payment and issue Official Receipts (OR).	Php50.00 Calibration	5 minutes	<i>Cashier C</i>
3. Proceed to the Maintenance Section and present the corresponding receipt	3. Fill up Maintenance Order & Action Slip	None	5 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
4. None	4. Actual calibration of water meter	None	2 hours	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
5. Sign the Maintenance Order & Action Slip after the calibration result	5. Return the Maintenance Order & Action Slip for filing	None	5 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		2 hours, 20 minutes	



7. Service Request – Complaints, Leaks, Wrong/Large Reading

In case of complaints, leaks, or any inquiries about your water bill, please visit our office for proper accommodation and response to your requests.

Office or Division:	General Tinio Water District			
Classification:	Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Slip – 1, original copy		General Tinio Water District (Commercial Division) General Tinio Water District (Cashier) General Tinio Water District (Maintenance Division)		
Official Receipt – 1, original copy				
Maintenance Order & Action Slip – 2, original copy and photocopy				
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Request for service (complaint, leaks , wrong reading, large reading, installation and / or other services required)	1. Verifies the name of concessionaire, nature of complaint, and/or the service requested	None	30 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
2. None	2. Fill up Complaint Slip and refer to concerned division	None	10 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
3. None	3. Fill up Maintenance Order & Action Slip	None	10 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
4. Pay the necessary fees, if any	4.1 The personnel assigned perform the requested service, or makes recommendation on action to be taken. 4.2 Accept payment and issue Official Receipts (OR).	Cost of materials, if any	1 hour	<i>Plumber, Maintenance Division</i> <i>Cashier C</i>
4. Sign the Maintenance Order & Action Slip after coordination of result	4. None	None	10 minutes	<i>Plumber, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		2 hours	



8. Service Request for Reconnection

Reconnection fee, cost of materials (if any) and unpaid water bills (if any) must be settled before restoration of water supply.

Office or Division:	General Tinio Water District			
Classification:	Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form – 1, original copy		General Tinio Water District (Commercial Division)		
Official Receipt – 1, original copy		General Tinio Water District (Cashier)		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill-up service request form provided by the Utilities/Customer Service Assistant in the Commercial Section.	1. Record the service request and assessed the amount to be Paid	None	20 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
2. Concessionaire pays their outstanding account	2. Accept payment and issue Official Receipts (OR).	Reconnection fee of Php100.00 if less than one week; Php150.00 after one week; Php300.00 if cut in main line	15 minutes	<i>Cashier C</i>
3. Go back to the Utilities/Customer Service Assistant and present the corresponding receipt	3 Verify payment made and forward the corresponding reconnection request form to the Maintenance Division	None	5 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
4. None	4. Reconnection of Service	None	30 minutes	<i>Plumber, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		1 hour, 10 minutes	



9. Service Request for Voluntary Disconnection

Shall concessionaires who requested for voluntary disconnection want to reconnect their accounts, they should do so before one year since account was disconnected, or the water meter will need to be replaced (payment for the new meter will be required before reconnection).

Office or Division:	General Tinio Water District			
Classification:	Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form – 1, original copy		General Tinio Water District (Commercial Division)		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Request for Voluntary disconnection by going to the Commercial division.	1. Fill up Service request Form	None	20 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
2. None	2. Assign request for voluntary disconnection to plumber	None	5 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i>
3. None	3. Maintenance Division disconnects account as requested.	None	15 minutes	<i>Plumber, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		40 minutes	



10. Service Request – Transfer/Relocation of Meter (Regular)

Relocation fee and cost of materials must be paid before the transfer of service connection to another place.

Office or Division:	General Tinio Water District			
Classification:	Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form – 1, original copy		General Tinio Water District (Commercial Division) General Tinio Water District (Cashier)		
Official Receipt – 1, original copy				
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill-up the service request form provided by the Utilities/Customer Service Assistant in the Commercial	1. Record the service request and assess the amount to be paid	None	10 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i> <i>Utilities/Customer Service Assistant A, Commercial Division</i>
2. Proceed to the Cashier Section for the payment	2. Accept payment and issue Official Receipts (OR).	Php150.00 Relocation/ Transfer fee and cost of materials, if any	5 minutes	<i>Cashier C</i>
3. Go back to the Maintenance Division and present the corresponding receipt	3. Record the data and process the request	None	5 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
4. None	4. Installation of Transfer/Relocation	None	2 hours	<i>Plumber, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		2 hours, 20 minutes	



11. Service Request – Transfer/Relocation of Meter (with Horizontal Boring)

Relocation fee and cost of materials must be paid before the transfer of service connection to another place.

Office or Division:	General Tinio Water District			
Classification:	Highly Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form – 1, original copy		General Tinio Water District (Commercial Division)		
Official Receipt – 1, original copy		General Tinio Water District (Cashier)		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill-up the service request form provided by the Utilities/Customer Service Assistant in the Commercial	1. Record the service request and assess the amount to be paid	None	10 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i> <i>Utilities/Customer Service Assistant A, Commercial Division</i>
2. Proceed to the Cashier Section for the payment	2. Accept payment and issue Official Receipts (OR).	Php150.00 Relocation fee plus Php950.00 boring fee, and cost of materials, if any	5 minutes	<i>Cashier C</i>
3. Go back to the Maintenance Section and present the corresponding receipt	3. Record the data and process the request	None	5 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
4. None	4. Installation of Transfer/Relocation	None	8 hours	<i>Plumber, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		8 hours, 20 minutes	



12. Service Request – Broken Glass/Damaged Meter

Damaged meter/ broken glass charges must be paid at the General Tinio Water District Cashier.

Office or Division:	General Tinio Water District			
Classification:	Technical			
Type of Transaction:	Gov. to Citizen(G2C); Gov. to Business(G2B) and Gov. to Government (G2G)			
Who may avail:	All qualified residents of General Tinio, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form – 1, original copy		General Tinio Water District (Commercial Division) General Tinio Water District (Cashier)		
Official Receipt – 1, original copy				
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Utilities/Customer Service Assistant in the Commercial section and request for check meter	1. Check / verify the status of the concessionaire account	None	30 minutes	<i>Utilities/Customer Service Assistant A, Commercial Division</i> <i>Water Maintenance Man, Maintenance Division</i>
2. Proceed to the Cashier Section for the payment	2. Accept payment and issue Official Receipts (OR).	Php250.00 if broken glass; Php1,000.00 if damaged meter	15 minutes	<i>Cashier C</i>
3. None	3. Assign work to plumber	None	15 minutes	<i>Senior Water Utilities Development Officer, Maintenance Division</i>
4. None	4. Repair of broken / damaged meter	None	2 hours	<i>Water Maintenance Man, Maintenance Division</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		3 hours	



GENERAL TINIO WATER DISTRICT

Internal Services



1. Application for Leave

Submitting a Leave Application is a formal request to the concerned authority to file a leave of absence for a particular period.

Office or Division:	General Tinio Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen(G2C)			
Who may avail:	GTWD Employees with Plantilla Position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form No. 6 (Application for Leave) – 1, original copy		General Tinio Water District (Administrative - HR) Employee applying for Sick Leave		
Medical Certificate (for leave of absence exceeding 5 days Sick Leave) – 1, original copy				
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HR and request to file a leave of absence. 1.1 Fill up and sign CSC Form No. 6 (Application for Leave)	1. Provide CSC Form No. 6 (Application for Leave)	None	10 minutes	<i>Designated HRMO, Administrative - HR</i>
	1.1 Evaluate and fill-in certification of leave item and sign.		15 minutes	
2. Wait for the approval	2. For approval of the General Manager.	None	8 hours	<i>General Manager</i>
3. None	3. File and encode approved leave to Employee Leave Card	None	5 minutes	<i>Designated HRMO, Administrative - HR</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		8 hours, 30 minutes	



2. Certificate of Net Pay

Certificate of Net Pay contains an employee's monthly earnings, breakdown and total of monthly deductions and summary of net salary received during the month.

Office or Division:	General Tinio Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen(G2C)			
Who may avail:	GTWD Employees with Plantilla Position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Request Form – 1, original copy		General Tinio Water District (Administrative - HR)		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HR and request for certificate of net pay.	1. Provide GTWD-HRF-#001-2019 (Employee Request Form)	None	10 minutes	<i>Designated HRMO, Administrative - HR</i>
1.1 Fill up and sign Employee Request Form.	1.1 Receive the filled out Employee Request Form.		15 minutes	
2. Wait for the issuance of the Certificate of Net Pay	2. Prepare the Certificate of Net Pay 2.1 Sign the Certificate of Net Pay	None	4 hours	<i>Designated HRMO, Administrative - HR</i> <i>General Manager</i>
3. Receive the Certificate of Net Pay	3. File received copy of the Certificate of Net Pay	None	10 minutes	<i>Designated HRMO, Administrative - HR</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		4 hours, 35 minutes	



3. Service Record

Service Record is an employee's employment history as well as their activities and accomplishments while serving as a member of an organization.

Office or Division:	General Tinio Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen(G2C)			
Who may avail:	Former and Current employees of the GTWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Request Form – 1, original copy		General Tinio Water District (Administrative - HR)		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HR and request for certificate of net pay. 1.1 Fill up and sign Employee Request Form.	1. Provide GTWD-HRF-#001-2019 (Employee Request Form) 1.1 Receive the filled out Employee Request Form.	None	10 minutes 15 minutes	<i>Designated HRMO, Administrative - HR</i>
2. Wait for the issuance of Service Record	2. Prepare the Service Record 2.1 Sign the Service Record	None	8 hours	<i>Designated HRMO, Administrative - HR</i> <i>General Manager</i>
3. Receive the Service Record	3. File received copy of the Service Record	None	10 minutes	<i>Designated HRMO, Administrative - HR</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		8 hours, 35 minutes	



4. Certificate of Employment

A Certificate of Employment is a document to confirm the employment of an employee.

Office or Division:	General Tinio Water District			
Classification:	Simple			
Type of Transaction:	Gov. to Citizen(G2C)			
Who may avail:	Former and Current employees of the GTWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Request Form – 1, original copy		General Tinio Water District (Administrative - HR)		
Clients Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to HR and request for certificate of employment. 1.1 Fill up and sign Employee Request Form.	1. Provide GTWD-HRF-#001-2019 (Employee Request Form) 1.1 Received the filled out Employee Request Form.	None	10 minutes 15 minutes	<i>Designated HRMO, Administrative - HR</i>
2. Wait for the issuance of the Certificate of Employment	2. Prepare the Certificate of Employment 2.1 Sign the Certificate of Employment	None	4 hours	<i>Designated HRMO, Administrative - HR</i> <i>General Manager</i>
3. Receive the Certificate of Employment	3. File received copy of the Certificate of Employment	None	10 minutes	<i>Designated HRMO, Administrative - HR</i>
END OF TRANSACTION	TOTAL PROCESSING TIME:		4 hours, 35 minutes	



FEEDBACK AND COMPLAINTS MECHANIS

How to send feedback?	Accomplish our feedback form available at our office located and drop them at the suggestion box in front of the Cashier's booth.
How feedbacks are processed?	Compilation of the accomplished feedback forms will be done by our Customer Service Personnel. Feedback requiring response will be forwarded to PACD for evaluation and endorsement to the General Manager for appropriate actions within three (3) working days from receipt of the feedback. The response of the office is then relayed to the customer. For inquiries and follow-up, customer may contact us at telephone no. (044) 958-4270.
How to file a complaint?	You may call us at telephone no. (044) 958-4270 or visit our office and proceed to PACD. A complaint form will be provided where you will fill out necessary information including evidences regarding your complaint. For inquiries and follow-up, customer may contact us at telephone no. (044) 958-4270.
How complaints are processed?	Compilation of complaint forms will be done by our Customer Service Personnel. Feedback requiring response will be forwarded to PACD for evaluation and endorsement to the General Manager for appropriate actions within three (3) working days from receipt of the feedback. The response of the office is then relayed to the customer. For inquiries and follow-up, customer may contact us at telephone no. (044) 958-4270.
Contact Information of ARTA, Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB).	<p>ARTA: www.arta.gov.ph info@arta.gov.ph complaints@arta.gov.ph (02) 8478-5091, 8478-5093, 8478-5099</p> <p>Presidential Complaints Center (PCC): pcc@malacanang.gov.ph (02) 8736-8645, 8736-8603, 8736-8606, 8736-8629 Telefax 8-736-8621</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph www.contactcenterngbayan.gov.ph 1-6565 0908-881-6565</p>



LIST OF OFFICES

You may transact with us at our office or contact us through below channels every **Monday to Friday from 8:00 am to 5:00 pm without noon break.**

Office	Address	Contact Information
General Tinio Water District	#29 Bonifacio Street, Poblacion Central, General Tinio, Nueva Ecija 3104	Telefax No.: (044) 958-4270 SMS: 0998-858-6538 Email Address: gen.tinio_wd@yahoo.com Website: gtwd.gov.ph

Your feedback is important to us. Drop your feedback, comments, or complaints, at the suggestion box located in front of the Cashier's booth in our office.

FEEDBACK FORM
(PANGALANG PORM)

Please let us know how we served you.
(Ipagpatibay sa aming serbisyo kung paano kayo napagpapalagay)

You may use this form for compliments, complaints, or suggestions.
(Maaaring gamitin ito para sa pagpapalagay, reklamo, o pangalagay na Email Address (if any).)

Simply check the corresponding box.
(Mangyaring check lamang ang tumutugang na box.)

Compliment (Pagsalubong)
 Complaint (Reklamo)
 Suggestion (Mangyaring)

Name(s) of User/Office Concerned or Involved: _____
(Pangalan ng nagpapalagay/ang pangalan ng may kinalaman sa pagpapalagay, reklamo, o pangalagay)

Facts or Details Surrounding the Incident:
(Mga detalye o kahalagang pangalagay na pangangailangan)

(Please see additional sheets if necessary)
(Mangyaring gumamit ng kahalagang pangalagay kung kinailangan)

Concerned Citizen (Mangyaring Registradong)	
Name (OPTIONAL): (Pangalan) (Pangalang hindi maaaring)	Office / Agency (Tanggapan / Aghayag)
Address:	Email Address (if any):
Signature: (Laghi)	Contact Number(s) (if any): (Telepono)
Date: (Petsa)	