



Citizen's Charter

Gapan City Water District



VISION

Visualizing a progressive, self-reliant, and economically stable water district committed to provide safe, potable, adequate and affordable water supply. More so, looking forward to improve existing water supply facilities considering among others, sanitation and other allied services to safeguard the environment.

MISSION

To provide safe, adequate, and affordable good quality potable water to every concessionaire of Gapan City Water District 24/7 and gearing up for inevitable climate change affecting the environment.



Performance Pledge

**We,
the Officials and Employees of
GAPAN CITY WATER DISTRICT,
commit to provide and efficiently serve you
with potable, reliable and adequate
supply of water**



Feedback And Redress Mechanism

Please let us know how we can serve you by doing any of the following:

- Write your comments/ suggestions on “Post-Inspection” box of the Action Report which will be given to you after every maintenance work were done and checked by our field inspector/investigator.
- Accomplish the Feedback Form available in the office and put it in the suggestion box within the waiting area of our office
- Send your feedback through e-mail (gapanwaterdistrict@yahoo.com)
- Talk to our Officer of the Day or write to GM Crisalina D. Del Rio

Thank you very much for helping us continuously improve the service we provide.

GCWD Management



List Of Frontline Services

Type of services	Fees & Charges	Charge to water District	Charge To concessionaire	Forms	Processing Time under normal circumstances per transaction	Office/Person In-charge
Application for Service Connection	<u>For ½” diameter Connection</u> Registration Fee Tapping Fee/Labor Boring Fee (if crossing road) Other Charges <ol style="list-style-type: none">1. Pipe laying Charges2. Breaking3. Restoring4. Reconnection Fee5. Relocation of water meter6. transfer of service connection (from one zone to another)		P 1,350.00 P 537.68 P 342.00 linear meter P 793.03 / sq.m. P 3945.90 / cu.m. P 400.00 P 400.00 P 600.00	Applicati on Form, Job Order, Data Privacy Act authoriz ation and Service Connecti on Contract	5 days	Darrell De Sahagun Joey Dela Cruz <i>(Frontline Services)</i>
Water Bill Payment	Total Due Amount indicated on Water Bill			Water Bill	5 min	Julieta Garcia <i>(Cashier)</i> Judith Gonzales <i>(Cashier)</i> Joey Dela Cruz <i>(Billing Assistant)</i>
Request for Temporary Service Disconnection	Full settlement of all obligations if there is any			Request letter and Job Order	1 to 2 days	Darrell De Sahagun Joey Dela Cruz <i>(Frontline Services)</i>
Request for Service Reconnection (Disconnected from Mainline)	Php400 + all materials and labor cost			Request letter and Job Order	1 to 2 days	Darrell De Sahagun Joey Dela Cruz <i>(Frontline Services)</i>



Applying for Service Connection

About the Service The connection will not be made until it is approved, and all charges are paid	Who may avail of the Service? All bonafide residents of Gapan City Nueva Ecija
Schedule of Availability of the Service: Monday – Friday (8:00 am to 5:00 pm) Saturday (8:00 am to 12:00 noon) NO Lunch Break	What are the requirements? Brgy. Clearance TCT / Land Title Valid ID (<i>should bear signature and picture</i>)
Duration: within 14 days after payment	

How to avail of the Service

Step	Client	Water District	Duration (Under Normal Circumstance)	In-Charge	Fees	Form
1	Fill up the application form for New Service Connection	Received and review the application form	30 mins.	Darrell De Sahagun Joey Dela Cruz		Application form
2	Check for the correctness and completeness of data written	Process request of service application then inform client about site inspection	30 mins.	Darrell De Sahagun		
3	--	Site inspection and Estimate	5 days	Darrell De Sahagun Engr. Harrise Gonzales		
4	Pay necessary fees and charges	Accept payment and issue Official Receipt Forward all documents to Commercial Department for dispatching to the Contractor	1 day	Julieta Garcia Darrell De Sahagun	Total Amount due	
5	Wait for service connection	Installation of new service application	Within 14 days after payment	Engr. Harrise Gonzales		
6	Acceptance of Work done, Comments & Suggestions	Post Inspection of Service Connection	1 day	Engr. Harrise Gonzales		
END OF TRANSACTION						



Paying of Water Bill

About the Service Pay your Water Bill on or before the 16 th day of the month. Your Water Bill have 20% penalty charge upon non- payment of due amount after the Due Date. Non-payment on the 60 th day from the Date Billed will cause disconnection of your water service connection.	Schedule of Availability of the Service: Monday – Friday (8:00 am to 5:00 pm) Saturday (8:00 am to 12:00 noon) NO Lunch Break
Who may avail of the Service? All concessionaires of GAPAN CITY WATER DISTRICT	What are the requirements? Billing Statement or the Account number
Duration: 5 mins.	

How to avail of the Service

Step	Client	Water District	Duration (Under Normal Circumstances)	In-Charge	Fees	Form
1	Present State of Account or your Account number	Accept payment and Issue corresponding Official Receipt	5 mins.	Julieta Garcia Judith Gonzales	Total amount due	Official Receipt
	END OF TRANSACTION					



Applying for Service Reconnection

About the Service Reconnection Fee and Cost of Materials must be paid before reconnection of disconnected service connection	Schedule of Availability of the Service: Monday – Friday (8:00 am to 5:00 pm) Saturday (8:00 am to 12:00 noon) NO Lunch Break
Who may avail of the Service? All concessionaires with disconnected service connection	What are the requirements? Payment of water bill, fees and charges
Duration: 1 hr.	

Step	Client	Water District	Duration (Under Normal Circumstances)	In-Charge	fees	form
1	Proceed to Customer Service & request for service reconnection	Request to settle corresponding charges.	10 mins	Darrell De Sahagun Joey Dela Cruz		Service Request
2	Payment of required charges	Accept payment	10 min	Julieta Garcia Judith Gonzales	Total amount due	Official Receipt
3	End of transaction	Prepare maintenance order and dispatching	30 min	Engr. Harrise Gonzales Joey Dela Cruz		Job Order



Feedback Form

(PANANAW o PUNA)

Please let us know how we served you.
Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran.

You may use this form for compliments, complaints, or suggestions.
Maaaring gamitin ito para sa papuri, reklamo, o mungkahi.

Simply check the corresponding box.
Mangyaring I-tsek lamang ang kahong naaayon.

☐ Compliment
(Papuri)

☐ Complaint
(Reklamo)

☐ Suggestion
(Mungkahi)

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)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

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

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name (OPTIONAL): <i>(Pangalan)</i>	Office/Agency: <i>(Tanggapan/Ahensya)</i>
Address	E-mail Address (if any) _____
	Contact Number(s) (if any) <i>(Telepono)</i> _____
Signature: <i>(Lagda)</i> _____	Date: <i>(Petsa)</i> _____

