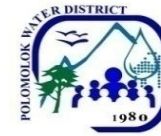


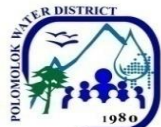
POLOMOLOK WATER DISTRICT
National Highway, Polomolok, South Cotabato
FRONT LINE SERVICES



POLOMOLOK WATER DISTRICT
National Highway, Polomolok, South Cotabato
FRONT LINE SERVICES

NO.	SERVICES	STEPS TO FOLLOW	DOCUMENTARY REQUIREMENTS	DURATION	FEE	RESPONSIBLE PERSON	DIVISION	NO.	SERVICES	STEPS TO FOLLOW	
1	CUSTOMER INQUIRY	1. GO TO PUBLIC INFORMATION & ASSISTANCE DESK (PIAD) & ASK FOR INQUIRY SLIP	CHECK LIST	1 MINUTE		PIAD		5	REQUEST FOR TEMPORARY DISCONNECTION	1. SUBMIT LETTER REQUEST	
		2. SUBMIT FILLED UP INQUIRY SLIP TO PIAD	INQUIRY SLIP	1 MINUTE		PIAD				2. PAY WATER BILL ACCOUNT, IF ANY	
		3. WAIT FOR FURTHER INSTRUCTION/S OR INFORMATION		2 MINUTES		PIAD				3. PRESENT OFFICIAL RECEIPT & SIGN DISCONNECTION ORDER	
2	NEW SERVICE CONNECTION APPLICATION & TRANSFER OF SC LOCATION	1. INQUIRE REQUIREMENTS	ISSUE CHECKLIST OF REQUIREMENTS	5 MINUTES		MLVISANDE	COMMERCIAL	6	REQUEST FOR RECONNECTION	1. INQUIRE AND SUBMIT NECESSARY REQUIREMENTS	
		2. ATTEND ORIENTATION	ATTENDANCE (LOGBOOK)	2 HOURS (WED) ONLY		PIAD	COMMERCIAL			2. PAY THE REQUIRED AMOUNT & RECONNECTION FEE	
		3. REQUEST FOR SITE INSPECTION	SITE INSPECTION FORM	3 MINUTES		EOD PERSONNEL	EOD			3. SIGN PROMISSORY NOTE IF PARTIAL SETTLEMENT OF ACCOUNT	
		4. PAY INSPECTION FEE	INSPECTION FORM	2 MINUTES	100.00	TELLER	FINANCE			4. PRESENT OFFICIAL RECEIPT, PROMISSORY NOTE & SIGN RECONNECTION ORDER	
		5. PROCEED TO ENG'G. FOR SITE INSPECTION SCHEDULE	INSPECTION FORM & OFFICIAL RECEIPT	5 MINUTES		EDESCUADRA / ACLAGUDAS	EOD			5. WAIT FOR RECONNECTION SCHEDULE	
		6. WAIT FOR POL. WD ESTIMATOR FOR SITE INSPECTION & COST ESTIMATES	BILL OF MATERIALS	1 DAY		EDESCUADRA / ACLAGUDAS	EOD	7	ISSUANCE OF PROMISSORY NOTES (AM ONLY)	1. SECURE PRIORITY NUMBER FROM IN-CHARGE	
		7. PRESENT REQUIREMENTS FOR VERIFICATION	ALL REQUIREMENTS	5 MINUTES		MLVISANDE	COMMERCIAL			2. WAIT FOR YOUR NUMBER TO BE CALLED	
		8. PROCEED TO FINANCE FOR COSTING OF BILL OF MATERIALS PRIOR TO PAYMENT	BILL OF MATERIALS	5 MINUTES		DGCASILLLO / JLCERBO	FINANCE			3. SIGN PROMISSORY NOTE CONTROL LIST	
		9. PAY BILL OF MATERIALS	BILL OF MATERIALS / OR	5 MINUTES	VARIABLE AMOUNT	TELLER	FINANCE	8	HANDLING OF COMPLAINTS		
		10. SUBMIT ALL REQUIREMENTS WITH OFFICIAL RECEIPTS	ALL REQUIREMENTS	5 MINUTES		MLVISANDE	COMMERCIAL			A. ERRONEOUS READING (step 1-2)	1. FILL-UP AND SUBMIT COMPLAINT FORM STATING THE NATURE OF YOUR COMPLAINT
		11. SIGN NEW SERVICE CONNECTION APPLICATION CONTRACT (SERVICE CONNECTION LOAN, PROMISSORY NOTE, THUMBMARKING OF JUDICIAL FORM)	ALL REQUIREMENTS	15 MINUTES		MLVISANDE	COMMERCIAL			B. NO BILLING NOTICE (step 1-2)	2. WAIT FOR PERSONNEL TO ASSIST / ACCOMMODATE COMPLAINTS
		12. PROCESS DOCUMENTS AND APPROVAL OF NEW SERVICE CONNECTION	ALL REQUIREMENTS	1 DAY		CDMIRASOL / NBESPESOR / STTORCUATOR	CD / EOD / OGM			C. HIGH CONSUMPTION (step 1-3)	3. PAY REQUIRED AMOUNT, IF ANY
		13. WAIT FOR PLUMBERS TO INSTAL NEW SERVICE CONNECTION	APPROVED APPLICATIONS	2 DAYS		JEECUBE / GARON	EOD			D. LOSS OF WATER METER	1. REPORT LOSS OF WATER METER
						2. FOLLOW INSTRUCTIONS & NEGOTIATE MODE OF PAYMENT OF WATER METER					
3	APPLICATION FOR SR. CITIZEN DISCOUNT	1. APPLY FOR SR. CITIZEN DISCOUNT APPLICATION FORM	SR. CITIZEN ID (PHOTOCOPY)	5 MINUTES		MLVISANDE	COMMERCIAL	9	MAINTENANCE / REPAIR WORKS	3. PAY REQUIRED AMOUNT, IF ANY	
4	APPLICATION FOR CHANGE OF NAME	1. INQUIRE FOR REQUIREMENTS	ISSUE CHECKLIST OF REQUIREMENTS	5 MINUTES		MLVISANDE	COMMERCIAL			A. MAINLINE	1. REPORT LEAKS THRU TELEPHONE, TEXT, GUARD-ON-DUTY OR PERSONALLY VISIT THE OFFICE
		2. ATTEND ORIENTATION	ATTENDANCE (LOGBOOK)	2 HOURS (WED)		PIAD	COMMERCIAL				2. WAIT FOR THE MAINTENANCE CREW TO REPAIR REPORTED LEAKS
		3. PRESENT REQUIREMENTS FOR VERIFICATION	ALL REQUIREMENTS	5 MINUTES		MLVISANDE	COMMERCIAL			B. SERVICE LINE	1. REPORT LEAKS THRU TELEPHONE, TEXT, GUARD-ON-DUTY OR PERSONALLY VISIT THE OFFICE
		4. PAY TRANSFER & NOTARIAL FEES	STATEMENT OF ACCOUNT / OR	2 MINUTES	180.00	TELLER	FINANCE	2. WAIT FOR THE MAINTENANCE CREW TO REPAIR REPORTED LEAKS			
		5. SUBMIT ALL REQUIREMENTS WITH OFFICIAL RECEIPTS	ALL REQUIREMENTS	5 MINUTES		MLVISANDE	COMMERCIAL				
		6. SIGN NEW SERVICE CONNECTION APPLICATION CONTRACT & THUMBMARKING OF JUDICIAL FORM	ALL REQUIREMENTS	15 MINUTES		MLVISANDE	COMMERCIAL				

ER DISTRICT
 k, South Cotabato
SERVICES



POLOMOLOK WATER DISTRICT
 National Highway, Polomolok, South Cotabato
FRONT LINE SERVICES

DOCUMENTARY REQUIREMENTS	DURATION	FEE	RESPONSIBLE PERSON	DIVISION	NO.	SERVICES	STEPS TO FOLLOW	DOCUMENTARY REQUIREMENTS	DURATION	FEE	RESPONSIBLE PERSON	DIVISION
LETTER REQUEST	2 MINUTES		TKPAGUNSAN/ LCSORIANO	COMMERCIAL	10	SERVICE REQUEST						
WATER BILL	2 MINUTES	VARIABLE AMOUNT	TELLER	FINANCE		A. WATER METER TESTING	1. FILL-UP AND SUBMIT SERVICE REQUEST FORM	SERVICE REQUEST FORM	2 MINUTES		TKPAGUNSAN	CD
OFFICIAL RECEIPT & DISCONNECTION ORDER	1 MINUTE		TKPAGUNSAN/ LCSORIANO	COMMERCIAL			2. PAY REQUIRED AMOUNT, IF ANY	COST OF TESTING	2 MINUTES	50.00	TELLER	FINANCE
CHECK LIST	2 MINUTES		TKPAGUNSAN / LCSORIANO	COMMERCIAL			3. WAIT FOR RESULT OF WATER METER TESTING	SERVICE REQUEST FORM	WITHIN A DAY		CMS EOD	EOD
BILLING	2 MINUTES	VARIABLE AMOUNT	TELLER	FINANCE		B. TRANSFER OF TAPPING SOURCE TO NEW MAINLINE	1. FILL-UP AND SUBMIT JOB REQUEST	JOB REQUEST FORM				
PROMISSORY NOTE							2. PAY AMOUNT OF MATERIALS	COST ESTIMATES				
OFFICIAL RECEIPT	2 MINUTES		TKPAGUNSAN/ LCSORIANO	COMMERCIAL			3. WAIT FOR PLUMBERS TO TRANSFER TAPPING SOURCE TO NEW MAINLINE					
RECONNECTION ORDER	W/IN A DAY		DISCONNECTOR / MAINTENANCE CREW	EOD / CD		C. LEAK/S REPAIR AFTER THE WATER METER	1. REPORT / REQUEST REPAIR OF LEAKS AFTER THE WATER METER	JOB REQUEST FORM	WITHIN A DAY	VARIABLE	CMS EOD	EOD
PRIORITY NUMBER	1 MINUTE		LCSORIANO	COMMERCIAL			2. FILL-UP AND SUBMIT JOB REQUEST					
							3. WAIT FOR PLUMBERS TO CONDUCT REPAIR AFTER THE WATER METER					
CONTROL LIST	1 MINUTE		LCSORIANO	COMMERCIAL		D. EXTENSION OF IN-HOUSE INSTALLATION AFTER THE METER	1. FILL-UP AND SUBMIT JOB REQUEST	JOB REQUEST FORM	WITHIN A DAY	VARIABLE	CMS EOD	EOD
							2. PAY AMOUNT OF MATERIALS					
COMPLAINT FORM	2 MINUTES		PIAD				3. WAIT FOR PLUMBERS TO INSTALL IN-HOUSE INSTALLATION					
	2 MINUTES		CONCERNED PERSONNEL	CONCERNED DIVISION		E. RELOCATION OF WATER METER	1. FILL-UP JOB RESQUEST / REQUEST COSTS ESTIMATES	MAINTENANCE ORDER / JOB REQUEST / COST ESTIMATE	WITHIN A DAY	(LABOR & MATERIALS) VARIABLE	CMS EOD	EOD
PAYMENT ORDER	2 MINUTES		TELLER	FINANCE			2. PAY AMOUNT OF MATERIALS					
	2 MINUTES		PIAD		3. WAIT FOR PLUMBERS TO RELOCATE WATER METER							
	2 MINUTES		CDMIRASOL	COMMERCIAL	11	PAYMENT OF WATER BILLS, MATERIALS, OTHER FEES AND CHARGES	1. SECURE PRIORITY NUMBER FROM GUARD	PRIORITY NUMBER	30 SECONDS		GUARD	
PAYMENT ORDER	2 MINUTES	1,200.00	TELLER	FINANCE			2. WAIT FOR YOUR NUMBER TO BE CALLED					
WORK ORDER	2-4 HOURS		CONCERNED PERSONNEL	EOD			3. PRESENT THE NECESSARY DOCUMENTS IF PAYING THE FOLLOWING :					
							A. WATER BILL	BILLING NOTICE				
MAINTENANCE ORDER	2 MINUTES		GUARD / EOD PERSONNEL	EOD			B. MATERIALS	COST ESTIMATES				
	2-4 HOURS		MAINTENANCE CREW	EOD			C. OTHER FEES & CHARGES	COST ESTIMATES / LIST OF COMPUTATION				
	2 MINUTES		GUARD / EOD PERSONNEL	EOD			4. PAY AND RECEIVE OFFICIAL RECEIPT		2 MINUTES		TELLER	FINANCE
MAINTENANCE ORDER	30 MINUTES		MAINTENANCE CREW	EOD								