

Polomolok Water District CITIZEN'S CHARTER (ANTI-RED TAPE ACT) Frontline Services

1. NEW SERVICE	CONNECTION API	PLICATION	J			
STEP-BY-STEP		DURATION	REQUIREMENTS	PERSON-IN-	FEES &	FORM /
CUSTOMER	SERVICE PROVIDER			CHARGE	CHARGES	DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No in monitor	Max. of 3 min / person	Priority Number	Guard	None	None
 Proceed to Counter 6- 7 / Inquire and/or get requirements 	Provide list of requirements	10 min	Priority Number	AQCatampo / RMHisuan	None	Checklist of Requirements
4. Request Site Inspection	Prepare request for Site Inspection	5 min	None	AQCatampo / RMHisuan	None	Site Inspection Form
5. Pay Inspection Fee	Issue Official Receipt (OR)	3 min	Site Inspection Request Form	Teller/s	P100.00	Official Receipt
6. Proceed to EOD-CMS / Present OR & Inspection Request	Schedule for site inspection	5 min	Inspection Request Form & OR	ACLagudas / EDEscuadra GARon	None	None
7. Attend Orientation	Conduct Orientation (Wed 9:00-11:00 AM)	2 hours	Personal appearance	AQCatampo / EUEdillo	None	Attendance Sheet
8. Proceed to Acctg. for review of Cost estimates	Check and countersign Cost estimates	10 min	Cost estimates form	DGCastillo / JLCerbo / ECTonguia	None	None
9. Pay amount in the cost estimates	Issue Official Receipt (OR)	3 min	Approved cost estimate	Teller/s	Variable	Official Receipt
10. Submit all requirements including Official Receipt (OR)	Check documents submitted	5 min	Valid ID and proof of lot ownership & OR	AQCatampo / RMHisuan	None	None
11. Fill-up Customer Information Sheet	Process Service Application and Construction Order (SACO) / Check documents	10 min	Personal appearance	AQCatampo / RMHisuan	None	SACO with complete attachments
12. Sign Service Application and Construction Order (SACO) / Affix thumbmark	Submit SACO to CD-DM for signature / Forward to EOD	5 min	SACO with complete attachments	AQCatampo / RMHisuan / CDMirasol	None	Signed SACO by CD DM
	Prepare Job Order / Request materials / Secure signature of EOD- DM & GM	1-2 days	Signed SACO by CD DM	MLVisande / GARon	None	Approved SACO by EOD DM & GM / Job Order & RIS
13. Wait 1-3 working days for installation	Schedule release of SACO (new Service Connection)	1-3 days	Approved SACO / Job Order & RIS	ACLagudas	None	Approved SACO
		End of	transaction			•

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STEP-BY-STEP		DURATION	REQUIREMENTS	PERSON-IN-	FEES &	FORM /
CUSTOMER	SERVICE PROVIDER			CHARGE	CHARGES	DOCUMENT
. Get priority number	Provide queue number	1 min Max. of 3 min /	None	Guard	None	Priority Numb
. Wait for your number	Reflect No. in monitor	person	Priority Number	None	None	None
. Present Billing Notice Pay bill to Teller	Accept payment / issue Official Receipt	3 min	Billing Notice	Teller/s	Variable	Official Recei
IO Billing Notice						
. Inform PACD No Billing lotice	Give Payment Order Form	1 min	None	PACD	None	Payment Orde Form (POF)
. Fill-up form / Return to ACD	Receive POF and verify account	5 min	None	PACD	None	Payment Orde Form (POF)
. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
. Present Payment Drder Form & Pay bill	Accept payment / issue Official Receipt	3 min	Billing Notice	Teller/s	Variable	Official Recei
-		End of	transaction			
B. WITH ARREARS						
STEP-BY-STEP CUSTOMER	PROCEDURE SERVICE PROVIDER	DURATION	REQUIREMENTS	PERSON-IN- CHARGE	FEES & CHARGES	FORM / DOCUMENT
. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Numb
. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
 Proceed to Counter 5 / Present Billing Notice for account verification 	Verify account	10 min	Billing Notice	LCSoriano	None	Verified Billin Notice
I. Present and pay bill to Feller	Accept payment / issue Official Receipt (OR)	3 min	Verified Billing Notice	Teller/s	Variable	Official Recei
NO Billing Notice						
a. Inform PACD No Billing Notice	Give Payment Order Form	1 min	None	PACD	None	Payment Orde Form (POF)
 Fill-up form / Return to PACD 	Receive Payment Order Form and verify account	5 min	Payment Order Form	PACD	None	Payment Orde Form
c. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
d. Proceed to Counter 5 with POF for account verification	Verify account	10 min	Payment Order Form	LCSoriano	None	Verified Billing Notice
e. Present and pay bill to Feller	Accept payment / issue Official Receipt (OR)	3 min	Verified Payment Order Form	Teller/s	Variable	Official Recei
			transaction			
	S, DIFFERENTLY-ABLE	D PERSON,	PREGNANT WOM			
STEP-BY-STEP CUSTOMER	SERVICE PROVIDER	DURATION	REQUIREMENTS	PERSON-IN- CHARGE	FEES & CHARGES	FORM / DOCUMENT
. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Numb
. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
. Present and pay bill to eller 1 (Priority Lane)	Accept payment / issue Official Receipt (OR)	3 min	Billing Notice	Teller/s	Variable	Official Recei
O Billing Notice						
Inform PACD No Billing	Give Payment Order Form	1 min	None	PACD	None	Payment Orde Form
. Fill-up form / Return to PACD	Receive Payment Order Form and verify account	5 min	Payment Order Form	PACD	None	Payment Orde Form
. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
. Pay bill to Teller 1	Accept payment / issue Official Receipt (OR)	3 min	Verified Payment Order Form	Teller/s	Variable	Official Recei

A. APPLICATION	FOR CHANGE OF AC	COUNT NA	ME			
	P PROCEDURE SERVICE PROVIDER	DURATION	REQUIREMENTS	PERSON-IN- CHARGE	FEES & CHARGES	FORM / DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 6- 7 and request for list of requirements	Provide list of requirements and payment form	5 min	Priority Number	AQCatampo / RMHisuan	None	Checklist of requirements
4. Pay Transfer Fee and Notarial Fee	Accept payment / Issue OR	3 min	Payment Form	Teller/s	Transfer Fee P100.00 / Notarial Fee P80.00	Official Receipt
5. Proceed to Counter 6- 7 and present required documents and OR	Check completeness of requirements and provide Information Sheet	5 min	Valid ID, proof of lot ownership and any of the ff. applicable documents: 1. Marriage Contract 2. Death Certificate 3. Waiver of Rights 4. Official Receipt	AQCatampo / RMHisuan	None	None
6. Fill-up Customer Information Sheet	Process Service Application and Construction Order (SACO) / Check documents	10 min	Personal appearance	AQCatampo / RMHisuan	None	SACO with comple attachments
7. Sign Service Application and Construction Order (SACO) / Affix thumbmark	Submit to CD-DM for signature / Forward to EOD	5 minutes	SACO with complete attachments	AQCatampo / RMHisuan / CDMirasol	None	Signed SACO by CD DM
	Secure signature of EOD- DM and GM	1-2 days	Signed SACO by CD DM	MLVisande	None	Approved SACO b EOD DM & GM
	_		transaction			
B. APPLICATION		ITIZEN DIS	COUNT PRIVILEG			
STEP-BY-STEF CUSTOMER	P PROCEDURE SERVICE PROVIDER	DURATION	REQUIREMENTS	PERSON-IN- CHARGE	FEES & CHARGES	FORM / DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 6- 7 and present Sr. Citizen ID	Provide / Fill-up Sr. Citizen Application Form	5 min	Sr. Citizen ID w/ at least 1 yr existing connection registered in his/her name	AQCatampo / RMHisuan	None	Sr. Citizen Application Form
4. Sign Application Form	Check, approve and update Application Form	5 min	Signed application form	AQCatampo / RMHisuan / CDMirasol	None	Approved application form
			transaction			
	PROMISSORY NOTE	(ONCE EVE	RY QUARTER ON		FFF0-0	FORMA /
STEP-BY-STEF CUSTOMER	P PROCEDURE SERVICE PROVIDER	DURATION	REQUIREMENTS	PERSON-IN- CHARGE	FEES & CHARGES	FORM / DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 / Inquire and request for Promissory Note (PN)	Approval or disapproval of PN request	10 min	None	LCSoriano	None	None

STEP-RY-STEP PROCEDURE CUSTOME DURATION REQUIREMENTS PERSON IN- CHARGE CHARGE CURRENTS OUVLENT OPCIMATE 1. Get priority number Provide queue number 1 min None Secondary Approved Deconnection Order Form Portor Porto	D. TEMPORARY I	DISCONNECTION					
Cost Control Schwide Provide genue number 1 min None Caracteristy mumber None None Priority Number 2. Wait for your number Reflect No. In the monitor Max. d3 min. person Priority Number None Sustainance None Max. d3 min. Sustainance None None Max. d3 min. Sustainance None Max. d3 min. None Max. d3 min. None Max. d3 min. None Maproved Maprove			DURATION	REOLUREMENTS			
2. Wait for your number Referet No. in the monitor Max. of 3 min. person Priority Number None None None None 3. Request Disconnection at Courter 5 Fill-up Disconnection Order Form S min Latest Billing Notice LCSoriano Ist Request with inter succeeding request PSO 4. Sign Disconnection Order Form Approve Disconnection request 1 min None LCSoriano None Disconnection Order Form 5. Wait for Disconnection Order Form Forward request to EOD CMS for disconnection 1-2 day End of transactor Approved Disconnection Order Maintenance None Disconnection Order Form • NO BILLING OUSTOMER Forward request to EOD CMS for disconnection 1-2 day Max. of 3 min. Approved Disconnection Order Maintenance None Approved Disconnection Order Form • NO BILLING OUSTOMER SERVICE PROVIDER SERVICE PROVIDER DURATION REQUIREMENTS PERSON-LUS BILLING CHARGES DOCUMENT • No at the roution Max. of 3 min. None Gainer Priority Number None None None None 2. Wait for your number Refer customer to Division / Personnel in- complaint Form S min None							
2. Wait for your number Reference No. In the monitor person Phority Number None None None 3. Request Disconnection at Counter 5 Fill-up Disconnection Order Form Fill-up Disconnection 1 min None Latest Billing Notice LCSoriano Ist Request succeeding request PSO Disconnection Order 4. Sign Disconnection Order Form Approve Disconnection 1 min None LCSoriano None Prome 5. Wait for Disconnection Order Form Formard request to EOD CMS for disconnection 1-2 days Approved Disconnection Order JSAsilo / Water Maintenance None Prome Prome 6. Wait for Disconnection Formard request to EOD CMS for disconnection 1-2 days Approved Disconnection Order JSAsilo / Water Maintenance None Prome Prome 6. HANDLING OF COMPLAINTS EENOTOCE PHOREDURE UPANTON REQUIREMENTS EERONEUUS BILLING FORM / Maintenance FORM / Maintenance Prome Prome DocUMENT 1. Get priority number Provide queue number 1 min None Guard None None PoordMENT	1. Get priority number	Provide queue number		None	Guard	None	Priority Number
3. Request Disconnection at Counter 5 Fill-up Disconnection Order Form 5 min Latest Billing Notice LCSoriano win free year FREe; succeeding request PS0 Desonnection Form None Desonnection Form None Desonnection CMG Form None Desonnection Forw None Desonnection Forw None Approved Disconnection CMG Form Desonnection CMG Form Approved Disconnection CMG Form None Approved Disconnection CMG Form Approved Maintenance None Approved Disconnection CMG Form 5. Wait for Disconnection CMS for disconnection STEP-BY-STEP PROCEDURE HIGH BILLING CONSUMPTION ECRONECTIONE Form ECRONECTIONE Form ECRONECTIONE Form Approved Disconnection CMG Form 5. Wait for your number STEP-BY-STEP PROCEDURE Voltafor your number HIGH BILLING CONSUMPTION ECRONECTIONE Form FERSONIN Form FORM/Y 1. Gat priority number Reflect No. in the montor organiant Max. of 3 min personiant None None None None None None Form/Y Form 3. Approach PACD Give Complaint Form organiant Form<	2. Wait for your number	Reflect No. in the monitor		Priority Number	None	None	None
Order Form request Imin None LUSoneno None Form 5. Wait for Disconnection Forward request to EOD CMS for disconnection 1-2 days Approved Disconnection Order JSAsilo / Water Meintenance Meintenance None Approved Disconnection Order E. HANDLING OF COMPLAINTS End of transaction End of transaction ERRONEOUS BILLING CUSTOMER Provide queue number ERRONEOUS BILLING OCUMENT STEP-BY-STEP PROCEDURE DURATION REQUIREMENTS ERRONEOUS BILLING COMPLAINTS FERSON-IN- CHARGE FERSON-IN- CHARGE FERSON-IN- DOCUMENT 2. Wait for your number Reflect No. in the monitor complaint Form and determine manner of complaint form charge 5 min Priority Number None None None Complaint Form 3. Approach PACD Give Complaint Form and determine manner of complaint form 3 min Complaint Form PACD None Complaint Form 4. Fill-up & submit the Complaint form Refer customer to Division / Personnel in- charge 3 min Complaint Form PACD None Field Investigation Report Result 4. Fill-up & submit the Complaint form Initiate appropriate action win 24 hours			5 min	Latest Billing Notice	LCSoriano	within the year FREE; succeeding	
5. Wait for Disconnection Forward request to EOD CMS for disconnection 1-2 days Approved Disconnection Order Disconnection Order Maintenance Man None Approved Disconnection Order End of transaction End of transaction End of transaction Step-BY-STEP PROCEDURE URATION REQUIREMENTS PERSON-IN- PERSON-IN- EES & CHARGES FORM / CHARGES FORM / FES & PORM / CHARGES FORM / FES & PORM / CHARGES FORM / PERSON-IN- PERSON-I	-		1 min	None	LCSoriano	None	
E. HANDLING OF COMPLAINTS • NO BILLING NOTICE • HIGH BILLING CONSUMPTION • ERRONEOUS BILLING STEP-M-STEP PROCEDURE DURATION REQUIREMENTS • ERRONEOUS BILLING Outstand SERVICE PROVIDER DURATION REQUIREMENTS • ERRONEOUS BILLING 1. Get priority number Provide queue number 1 min None Guard None Priority Number 2. Wait for your number Refer to in the monitor Max. of 3 min / determine manner of complaint Duration Priority Number None None None None 3. Approach PACD Give Complaint Form and determine manner of complaint form Refer customer to Division / Personnel in- charge 3 min Complaint Form PACD None Complaint Form 4. Fill-up & submit the Complaint Form Refer customer to Division / Personnel in- charge 3 min Complaint Form PACD None Field Investigation Report Validate / investigate complaint / submit recommendation report Win 24 hours Field Investigation Report Result PERSON-IN- COMirasol FEES & CDMirasol Field Investigation Report / Result • ERFORE THE WATER METER 24/7 SERVICE PROVIDER DURATION REQUIREMENTS PER	5. Wait for Disconnection		1-2 days		Maintenance	None	
• NO BILLING NOTICE • HIGH BILLING CONSUMPTION • ERRONEOUS BILLING STEP-BY-STEP PROCEDURE DURATION REQUIREMENTS PERSONIN- CHARGE FERS & CHARGED FORM / DOCUMENT 1. Get priority number Provide queue number 1 min None Guard None Priority Number 2. Wait for your number Reflect No. in the monitor Max. of 3 min / person Priority Number None Complaint Form None None None Complaint Form Simin Priority Number PACD None Complaint Form Complaint Form Complaint Form Complaint Form Complaint Form PACD None Field Investigation 4. Fill-up & submit the Complaint Form Refer customer to Division / Personnel in- charge 3 min Complaint Form PACD None Field Investigation Report Report Report Complaint Form Complaint Form Recoure monito matoming in the port Reco			End of	transaction			
STEP-BY-STEP PROCEDURE DURATION REQUIREMENTS PERSON-IN- CHARGE FEES & CHARGES FORM / DOCUMENT 1. Get priority number Provide queue number 1 min None Guard None Priority Number 2. Wait for your number Reflect No. in the monitor Max. of 3 min / person Priority Number None Complaint Form None Complaint Form PACD None Complaint Form Complaint Form PACD None Complaint Form Complaint Form PACD None Field Investigation None Report Result Report Result None Field Investigation Report Result None Field Investigation None Field Investigation None Setter renosult Report Result None							
CUSTOMERSERVICE PROVIDERDURATIONREQUIREMENTSCHARGECHARGESDOCUMENT1. Get priority numberProvide queue number1 minNoneGuardNonePriority Number2. Wait for your numberReflect No. in the monitorMax. of 3 min / personPriority NumberNoneNoneNoneNone3. Approach PACDGive Complaint Form and determine manner of complaint FormGive Complaint Form and determine manner of complaint Form5 minPriority NumberPACDNoneComplaint Form4. Fill-up & submit the Complaint FormRefer customer to Division / Personnel in-charge3 minComplaint FormPACDNoneComplaint FormValidate / investigate complaint FormValidate / investigate recommendation reportwin 24 hoursComplaint FormRBCabe / LCSoriano / NORENoneField Investigation Report ResultInitiate appropriate actionwin 24 hoursField InvestigationLPFabros / CDMirasolNoneBilling / Erroneous Billing / Erroneous B			BILLING CO	ONSUMPTION			
1. Get priority number Provide queue number 1 min None Guard None Priority Number 2. Wait for your number Reflect No. in the monitor Max. of 3 min / person Priority Number None None None None 3. Approach PACD Give Complaint Form and determine manner of complaint 5 min Priority Number PACD None Complaint Form 4. Fill-up & submit the Complaint Form Refer customer to Division / Personnel incharge 3 min Complaint Form PACD None Complaint Form Validate / investigate complaint / submit recommendation report Validate / investigation recomplaint / submit recommendation report Win 24 hours Field Investigation Report Result None None Field Investigation Report SteP PROCEDURE Initiate appropriate action win 24 hours Field Investigation Report Result LPFabros / CDMirasol None None None Noiling - issue SteP PROCEDURE DURATION REQUIREMENTS PERSON-IN- CHARGES FORM / DOCUMENT None Noequitate Alinin Align and and align and and alintenance<			DURATION	REQUIREMENTS			
2. Wait for your number Reflect No. in the monitor Max. of 3 min / person Priority Number None None None None 3. Approach PACD Give Complaint Form and determine manner of complaint 5 min Priority Number PACD None Complaint Form 4. Fill-up & submit the Complaint Form Refer customer to Division / Personnel in- charge 3 min Complaint Form PACD None Complaint Form Validate / investigate complaint / submit recommendation report 3 min Complaint Form PACD None Field Investigation Report Initiate appropriate action w/in 24 hours Field Investigation Report Result LPFabros / CDMirasol None Field Investigation Report F. MAINTENANCE & REPAIR WORKS End of transaction DURATION REQUIREMENTS PERSON-IN- CARGE FEES & CORM / DOCUMENT 1. Report leak (text, telephone call or personally visit office Receive report / request for maintenance Order Form 5 min None Guard / PACD / AQCatampo / GARon None None 2. Wait for the maintenance crew to repair leak/s Initiate appropriate action and assign maintenance 2 min None Guard / PACD / A							
2. Wait for your number Reflect No. In the monitor person Priority Number None None None None 3. Approach PACD Give Complaint Form and determine manner of complaint 1 5 min Priority Number PACD None Complaint Form 4. Fill-up & submit the Complaint Form Refer customer to Division / Personnel in- charge 3 min Complaint Form PACD None Complaint Form 4. Validate / investigate complaint / submit recommendation report Win 24 hours Complaint Form RBCabe / LCSoriano / NGGalleto None Field Investigation Report 1 Initiate appropriate action Win 24 hours Field Investigation Report Result LPFabros / CDMirasol None None Billing / Erroneous Billing / Erroneous	1. Get priority number	Provide queue number		None	Guard	None	Priority Number
3. Approach PACD determine manner of complaint 5 min Priority Number PACD None Complaint Form 4. Fill-up & submit the Complaint Form Refer customer to Division / Personnel in-charge 3 min Complaint Form PACD None Complaint Form 4. Fill-up & submit the Complaint Form Validate / investigate complaint / submit recommendation report w/in 24 hours Complaint Form RBCabe / LCSoriano / None None Field Investigation Report 1. Initiate appropriate action w/in 24 hours Field Investigation Report Result LPFabros / CDMirasol None Billing / Erroneous Billi	2. Wait for your number		person	Priority Number	None	None	None
4. Fill-up & submit the Complaint Form Division / Personnel in-charge 3 min Complaint Form PACD None Complaint Form Outplaint Form Validate / investigate complaint / submit recommendation report w/in 24 hours Complaint Form RBCabe / LCSoriano / None None Field Investigation Report Initiate appropriate action w/in 24 hours Field Investigation Report Result LPFabros / CDMirasol None Field Investigation Report F. MAINTENANCE & REPAIR WORKS PROCEDURE Outplaint Form PRESON-IN-CHARGE FEES & FORM / DOCUMENT SEFVICE PROVIDER DURATION REQUIREMENTS PERSON-IN-CHARGE FEES & FORM / DOCUMENT 1. Report leak (text, telephone call or personally visit office Receive report / request for maintenance 5 min None Guard / PACD / AQCatampo / GARON None None 2. Wait for the maintenance Initiate appropriate action and assign maintenance work to field personnel. w/in 24 hours Maintenance Order JSAsilo None Maintenance Order	3. Approach PACD	determine manner of		Priority Number	PACD	None	Complaint Form
complaint / submit recommendation reportw/in 24 hoursComplaint FormLCSoriano / NGBalletoNoneField Investigation ReportInitiate appropriate actionw/in 24 hoursField Investigation Report ResultLPFabros / CDMirasolNoneNoneBilling / Erroneous Billing / Erroneous Billing / ErroneousEnd Investigation Report ResultLPFabros / CDMirasolNoneNoneNoneField Investigation Report ResultEnd Investigation Report ResultLPFabros / CDMirasolNoneBilling / Erroneous Billing / Erroneous Billing / ErroneousEnd Investigation Report ResultNoneNoneNoneNoneStep-BY-Step PROCEDUREOCUMENTPERSON-IN- CHARGEFEES & CHARGESFORM / DOCUMENTCUSTOMERSERVICE PROVIDERDURATIONREQUIREMENTSPERSON-IN- CHARGEFEES & CHARGESFORM / DOCUMENT1. Report leak (text, telephone call or personally visit officeReceive report / request for maintenance5 minNoneGuard / PACD (AQCatampo / GARonNoneNone2. Wait for the maintenance repair leak/sInitiate appropriate action and assign maintenance work to field personnel.w/in 24 hoursMaintenance OrderJSAsiloNoneMaintenance Order		Division / Personnel in-	3 min	Complaint Form	PACD	None	Complaint Form
Initiate appropriate action w/in 24 hours Field Investigation Report Result LPFabros / CDMirasol None None No Billing / Erroneous Billing - issue corrected Billing End of transaction F. MAINTENANCE & REPAIR WORKS ● BEFORE THE WATER METER 24/7 STEP-BY-STEP PROCEDURE CUSTOMER DURATION REQUIREMENTS PERSON-IN- CHARGE FEES & CHARGES FORM / DOCUMENT 1. Report leak (text, telephone call or personally visit office Receive report / request for maintenance 5 min None Guard / PACD / AQCatampo / GARon None None None 2. Wait for the maintenance crew to repair leak/s Initiate appropriate action and assign maintenance work to field personnel. w/in 24 hours Maintenance Order JSAsilo None Maintenance Order		complaint / submit	w/in 24 hours	Complaint Form	LCSoriano /	None	Report
End of transaction F. MAINTENANCE & REPAIR WORKS I CARDINE TO LE CARDINE CARDINE CARDINE CARDINE CARDINE CARDINE CARDINE CARDINE COLSTOMER PRESON-IN CEBS & FORM/ CHARGE STEP-BY-STEV PROCEDURE DURATION REQUIREMENTS PERSON-IN CHARGES FEES & FORM/ CHARGES 1. Report leak (text, telephone call or personally visit office Receive report / request for maintenance 5 min None Guard / PACD / AQCatampo / GARON None None 2. Wait for the maintenance crew to repair leak/s Initiate appropriate action and assign maintenance work to field personnel. w/in 24 hours Maintenance Order JSAsilo None Maintenance Order		Initiate appropriate action	w/in 24 hours	-		None	Billing / Erroneous Billing - issue
• BEFORE THE WATER METER 24/7 STEP-BY-STEP PROCEDURE DURATION REQUIREMENTS PERSON-IN- CHARGE FEES & CHARGES FORM / DOCUMENT 1. Report leak (text, telephone call or personally visit office Receive report / request for maintenance 5 min None Guard / PACD / AQCatampo / GARon None None None 2. Wait for the maintenance crew to repair leak/s Initiate appropriate action and assign maintenance work to field personnel. w/in 24 hours Maintenance Order JSAsilo None Maintenance Order		•	End of	transaction			
STEP-BY-STEP PROCEDURE CUSTOMERDURATIONREQUIREMENTSPERSON-IN- CHARGEFEES & CHARGESFORM / DOCUMENT1. Report leak (text, telephone call or personally visit officeReceive report / request for maintenance5 minNoneGuard / PACD / AQCatampo / GARonNoneNoneNone2. Wait for the maintenance crew to repair leak/sInitiate appropriate action and assign maintenance2 minMaintenance OrderJSAsiloNoneMaintenance Order							
CUSTOMERSERVICE PROVIDERDURATIONREQUIREMENTSCHARGECHARGESDOCUMENT1. Report leak (text, telephone call or personally visit officeReceive report / request for maintenance5 minNoneGuard / PACD / AQCatampo / GARonNoneNoneNone2. Wait for the maintenance crew to repair leak/sInitiate appropriate action and assign maintenancew/in 24 hoursMaintenance OrderJSAsiloNoneMaintenance Order							FORM /
1. Report leak (text, telephone call or personally visit officeReceive report / request for maintenance5 minNoneGuard / PACD / AQCatampo / GARonNoneNonePrepare Maintenance2 minNoneGuard / PACD / AQCatampo / GARonNoneMaintenance Order2. Wait for the maintenance crew to repair leak/sInitiate appropriate action and assign maintenancew/in 24 hoursMaintenance OrderJSAsiloNoneMaintenance Order			DURATION	REQUIREMENTS			
Prepare Maintenance Order Form2 minNone/ AQCatampo / GARonNoneMaintenance Order2. Wait for the maintenance crew to repair leak/sInitiate appropriate action and assign maintenance work to field personnel.w/in 24 hoursMaintenance OrderJSAsiloNoneMaintenance Order	1. Report leak (text, telephone call or	Receive report / request	5 min	None	Guard / PACD / AQCatampo /		
maintenance crew to repair leak/s and assign maintenance w/in 24 hours Maintenance Order JSAsilo None Maintenance Order			2 min	None	/ AQCatampo /	None	Maintenance Order
End of transaction	maintenance crew to	and assign maintenance	w/in 24 hours	Maintenance Order	JSAsilo	None	Maintenance Order
			End of	transaction			

THE VICINITY						
STEP-BY-STEP		DURATION	REQUIREMENTS	PERSON-IN-	FEES &	FORM /
CUSTOMER	SERVICE PROVIDER			CHARGE	CHARGES	DOCUMENT
1. Report leak (text, telephone call or personally visit office	Receive report / request for maintenance	5 min	None	Guard / PACD / AQCatampo / GARon	None	None
	Prepare Job Request	5 min	None	JSAsilo / JEECUBE / GARon	None	Job Request
2. Proceed to Accounting Section for price costing	Itemize costing of materials	1-3 min / bill of materials	Bill of Materials	DGCastillo / JLCerbo / ECTonguia	None	Bill of Materials
3. Pay appropriate amount (materials & labor cost) and wait for repair schedule	Perform job request	Max. of 3 min / person	Job Request	Accredited Private Plumber	variable	Job Request
4. Wait for the accredited private plumber to repair leak/s	Initiate appropriate action / assign maintenance work to accredited private plumber	w/in 24 hours	Job Request	JSAsilo / JEECUBE / GARon	None	Job Request
		End of t	transaction			
i. WATER METER E	FFICIENCY TEST					
STEP-BY-STEP		DURATION	REQUIREMENTS	PERSON-IN-	FEES &	FORM /
CUSTOMER	SERVICE PROVIDER			CHARGE	CHARGES	DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 request water meter efficiency test	Fill-up Request Form	2 min	Priority Number	RBCabe / LCSoriano	None	Request Form
4. Pay amount due	Request Form	3 min	Request Form	Teller/s	P50.00	Official Receipt
5. Go back to Counter 4- 5 for confirmation of request	Log and forward request to EOD-CMS	2 min	Request Form	RBCabe / LCSoriano	None	Approved Reque
6. Wait for the schedule of meter test	Schedule request	1-3 days	Approved Request Form transaction	JDFlores / BLViscayda	None	Approved Reques

A. NON PAYMEN	IT OF WATER BILL / '	VOLUNTARY	WITH ACCOUN	Т		
STEP-BY-STEF	PROCEDURE	DURATION	REQUIREMENTS	PERSON-IN-	FEES &	FORM /
CUSTOMER	SERVICE PROVIDER	DURATION	REQUIREIVIENTS	CHARGE	CHARGES	DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5	Verify account and	2 min	Priority Number	LCSoriano	None	Nono
request reconnection	compute amount due	2 11111	Phonty Number	LCSoliano		None
4. Pay the required amount to Teller	Accept payment / issue OR	3 min	Computed amount due	Teller/s	Stand Pipe - Arrears + Reconnection Fee of P160	Official Receipt
					Service Line - Arrears + Reconnection Fee of P280 + materials & actual labor before meter	
					Mainline - Arrears + Reconnection Fee of P480 + materials & actual labor before meter	
5. Present OR to Counter 5	Issue Reconnection Order	3 min	Official Receipt	LCSoriano	None	Reconnection Ord Form
6. Sign Reconnection Order	Schedule reconnection	within the day	Approved Reconnection Order	LCSoriano / Reconnector	None	Approved Reconnection Ord
		End of	transaction			•
B. VOLUNTARY /						
	PROCEDURE	DURATION	REQUIREMENTS	PERSON-IN-	FEES &	FORM /
CUSTOMER	SERVICE PROVIDER			CHARGE	CHARGES	DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Numbe
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
3. Proceed to Counter 5 equest reconnection	Verify account / Issue Reconnection Order	Max. of 3 min. / person	Priority Number	LCSoriano	None	Reconnection Ord Form
I. Sign Reconnection Drder	Schedule reconnection	within the day	Approved Reconnection Order	JSAsilo / Maintenance Crew	None	Approved Reconnection Orc

5. TRANSFER OF	SERVICE CONNEC	TION				
	P PROCEDURE		REQUIREMENTS	PERSON-IN-	FEES &	FORM /
CUSTOMER	SERVICE PROVIDER	DURATION	REQUIREIVIENTS	CHARGE	CHARGES	DOCUMENT
1. Get priority number	Provide queue number	1 min	None	Guard	None	Priority Number
2. Wait for your number	Reflect No. in the monitor	Max. of 3 min / person	Priority Number	None	None	None
 Proceed to Counter 6- / Inquire and get requirements 	Provide list of requirements	10 min	Priority Number	AQCatampo / RMHisuan	None	Checklist of Requirements
 Request for Site Inspection 	Prepare request for Site Inspection	5 min	None	AQCatampo / RMHisuan	None	Site Inspection Form
4. Pay Inspection Fee	Issue Official Receipt (OR)	3 min	Site Inspection Request Form	Teller/s	P100.00	Official Receipt
5. Present Inspection Request & OR to EOD - CMS	Schedule for site inspection	5 min	Site Inspection Request Form & OR	ACLagudas / EDEscuadra / GARon	None	None
6. Attend Orientation	Conduct Orientation (Wed 9:00-11:00 AM)	2 hours	Personal appearance	AQCatampo / EUEdillo	None	Attendance Sheet
7. Proceed to Acctg. for review of Cost estimates	Check and countersign Cost estimates	1-3 min	Cost estimates form	DGCastillo / JLCerbo / ECTonguia	None	None
8. Pay amount in the cost estimates	Issue Official Receipt (OR)	3 min	Approved cost estimate	Teller/s	Variable	Official Receipt
9. Submit all requirements including Official Receipt (OR)	Check documents submitted	5 min	Required documents & OR	AQCatampo / RMHisuan	None	None
10. Fill-up Customer Information Sheet	Process Service Application and Construction Order (SACO) / Check documents	10 min	Personal appearance	AQCatampo / RMHisuan	None	SACO with complete attachments
11. Sign Service Application and Construction Order (SACO) / Affix thumbmark	Submit to CD-DM for signature / Forward to EOD	5 min	SACO with complete attachments	CDMirasol	None	Signed SACO by CD DM
	Prepare Job Order and request materials for transfer of SC / Secure signature of EOD-DM and GM	1-2 days	Signed SACO by CD DM	MLVisande / GARon	None	Approved SACO by EOD DM & GM
11. Wait 1-3 working days for trabsfer of Service Connection	Schedule release of SACO for transfer of SC to another location	1-3 days	Approved SACO by EOD DM & GM	ACLagudas /	None	Approved SACO
		End of	transaction			



Frontline Services

- 1. NEW SERVICE CONNECTION APPLICATION
- 2. PAYMENT OF WATER BILLS 7:00 AM-4:00 PM (No Noon Break)
 - A. Without Arrears
 - B. With Arrears
 - C. Senior Citizens, Differently-abled Person, Pregnant Women (w/ or w/out Arrears)
- 3. CUSTOMER SERVICES
 - A. Application for Change of Account Name
 - B. Application / Renewal of Sr. Citizen Discount Privilege
 - C. Grantinfg of Promissory Note (once every quarter only)
 - D. Temporary Disconnection
 - E. Handling of Complaints
 - A. No Billing Notice
 - B. High Billing Consumption
 - C. Erroneous Billing
 - F. Maintenance & Repair Works
 - A. Before the Water Meter 24/7

B. After the Water Meter / Extension of In-House Installation / Transfer of Water Meter Within the Vicinity

- H. Water Meter Efficiency Test
- 4. RECONNECTION OF WATER SERVICES
 - A. Non Payment of Water Bill / Voluntary with Account
 - B. Voluntary / No Account
- 5. TRANSFER OF SERVICE CONNECTION



FEEDBACK AND REDRESS MECHANISM

FEEDBACK / COMPLAINT FORM

Name :
Address :
Phone / Mobile No. :
E-mail Address :
Division / Employee/ Service Involved :
Compliment or Comment :
When did it happen?
What would you like us to do?
Signature :
Would you like to receive a written reply?
Yes No
If yes, in what form:
Written reply E-mail
(Please provide E-mail address)
ACTION BY THE AGENCY
Received by (Officer of the Day):
Name : Signature :
Date : Time : Action Taken :
To be acted within :

(Signature Over Printed Name)