GINGOOG CITY WATER DISTRICT | CITIZENS CHARTER

ARTA ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

(1) NEW SERVICE CONNECTION APPLICATION AND INSTALLATION

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: New Water Service Connection Applicants
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Proceed to Customer Service Assistance Commercial Division for an interview and comply with the requirements for new service connection.	1. Interview Applicant for the following: a. Name. b. Birthdate c. I.D. Number e. Address applied for f. Classification of Service Connection	None	20 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	New Service Application Form and Contract for Safe and Potable Water Service
STEP 2	2. Read and fill out the application form or Contract for Safe and Potable Water Services.	2. Give instruction to new applicant on how to fill out the application form.	None	7 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	New Service Connection Application Form and Contract for Safe and Potable Water Service
STEP 3	3. Submit the filled-out application form and contract together with the documents required.	3. Check if the application form is completely filled out and all the requirements are complied and input the data of the new applicant for the assignment of temporary account number.	None	3 minutes	***Nicole Vincent Cachero*** Commercial Division	New Service Connection Application Form and Contract for Safe and Potable Water Service
STEP 4	4. Pay the new water service connection fee and issue invoice to the teller.	4. Process payment and issue invoice to the concessionaire's area.	Inclusive of Material Fee: P3,200.00 for Residential Connection P5,600.00 for Commercial Connection	3 minutes	***Rubielyn Dapse/ Judith Gabia/ Glenn Grace Parsada/ Jessa Mae Hallarga/ Gerson Tecson*** Commercial Division	Official Receipt
STEP 5	5. Present the invoice back to the Concessionaire Service Assistant for issuance of official application for new water service application.	5. Record Invoice Number in the logbook for new water service application.	None	2 minutes	***Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Official Receipt
STEP 6	6. Attend the required Orientation/Seminar for new connections.	6. Conduct orientation/ seminar on GCWD policies, rules, regulations etc., at GCWD Concessionaires area.	None	2 minutes	***Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Agreement & Meter Receipt
STEP 7	7. Wait for the inspection of the actual location of the household.	7. Conduct site inspection and prescribe the materials needed to be prepared by the concessionaire.	None	1 day	***Vincent Bendal/ Roger Mamon/ Ely Angkay/ Ronald Mesa/ Argentin Mahinay/ Christopher Cutanio/ Ray Salamanca/ Glenn Tapdin/ Elmar Demaala/ Rizalde Gabia/ Rodhelyn Peña/ Elmar Consocio/ Cornelius Rosampac/ Rizzmayne Jomica Palma/ Jomico Palma*** Engineering Division	Service Request
STEP 8	8. Wait for the schedule for the installation after the inspection.Purchase the required materials and submit the Service Memo for acknowledgement of installation.	8. Installation of the new service connection from the location of water meter cluster.	None	2 days (Excluding Saturdays, Sundays and Holidays)	Engineering Division	Service Request

(2) METER READING / BILLING PROCESS

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Receive the Billing issuance from the Meter Reader on their residence during Billing Schedule.	1. Trained personnel visit each concessionaire's premises to read the water meter, ensuring accuracy and timeliness. Reading of water consumption per household using the Android phones with the installed Automated	Minimum of P 200.00 per 0-10 cu.m. for Residential Minimum of P 400.00 per 0-10 cu.m. for Commercial	2 minutes	***Jojo Cabanas/ Ramil Murtejo/ Ferdinand Dulatar/ Jack Douglas Lesoon*** Commercial Division	Notice of Water Bill
STEP 2		2. Meter Readers input the monthly consumption reading and will click "Print" to generate billing statement.				
STEP 3		3. After clicking "Print", the billing statement will be printed outright from the portable thermal printers.				
STEP 4		4. Bills printed on-site are handed to the concessionaire.				
STEP 5		5. Download meter readings into the system for automatic posting to account ledgers that will be used by the billers in their receipt of payments.				

(3-A) WATER BILS AND OTHER PAYMENTS

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
7:00am - 5:30pm / 8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	**A. CASH PAYMENTS** 1. Proceed to the Front Desk Officer/Guard on Duty to get a priority/queuing number. If you have a bill, you may go directly to the waiting area and wait for your priority number to be called. If you do not have a bill, you may go to the registered concessionaire along with the service address on a piece of paper available in the front desk, then wait in the designated area until your priority number is called.	1. Provide priority/ queuing number upon the entrance of the concessionaire.	None	1 minute	***Jomar M. Tagupa/ Guard on Duty*** Commercial Division	Notice of Water Bill
STEP 2	2. If your priority/ queuing number is called, proceed to the teller for water bill payment, present the notice of water bill and wait for the issuance of invoice.	2. Process payment and issue invoice to the concessionaire	As listed Minimum of P200.00 per 0-10 cu.m. for Residential Minimum of P 400.00 per 0-10 cu.m. for Commercial	1 minute	***Rubielyn Dapse/ Judith Gabia/ Glenn Grace Parsada/ Jessa Mae Hallarga/ Gerson Tecson*** Commercial Division	Official Invoice

(3-B) WATER BILS AND OTHER PAYMENTS (CONT.)

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
7:00am - 5:30pm / 8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
	B. PAYMENTS VIA LAND BANK OF THE PHILIPPINES LINK.BIZ PORTAL	None	As listed plus transaction fee: Payment Option and corresponding transaction fee a. LBP ATM/ Deposit/Visa Debit/Credit Cards = P15.00 b. Bank/Bro-Member Bank ATM/Debit/Credit = P17.50 c. Globe GCash = P10.00 d. PDS = P 20.00 e. PDS = P 25.00 Pay Bills Quick Store = P 50.00 d. Cash Payment = P 50.00 e. PESONet = P 2.00	2 minutes	None	Notice of Water Bill
STEP 1	1. Go to LANDBANK Link.Biz/Portal and select "Gingoog City Water District" under the list of Merchants.					
STEP 2	2. Input the required payment details, such as: a. Amount to Pay b. Billing Account Number c. Billing Account Name d. Cellphone Number e. Email Address f. Payment Mode					
STEP 3	3. Proceed with the payment and wait for an email from the Gingoog City Water District for the issuance of the invoice.	1. Verify the payments made through the daily collection report generated via the LANDBANK Link.Biz Portal for Merchants and confirm if the amounts were deposited into the depository account of the Gingoog City Water District. 2. Issue the corresponding invoice for the verified payment and email it to the concessionaire using the email address provided in the payment details.	None	1 minute	***Rubielyn Dapse/ Judith Gabia/ Glenn Grace Parsada/ Jessa Mae Hallarga/ Gerson Tecson*** Finance Division	Official Invoice

(3-C) WATER BILS AND OTHER PAYMENTS (CONT.)

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
7:00am - 5:30pm / 8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1 TO 4	**C. PAYMENTS VIA GCASH APP** 1. Open the GCash app. 2. Tap "Pay Bills," then "Utilities." 3. Search for "Gingoog City Water District" in the list of billers. 4. Enter the required payment details: a. Amount to Pay b. Billing Account Number. c. Billing Account Name d. Email Address	None	As billed plus corresponding transaction fee of P10.00	2 minutes	None	Notice of Water Bill
STEP 5	5. Proceed with the payment. Payments received before 12:00 AM will be processed and posted on the following day.	1. Verify the payments made through the daily collection report generated via the LANDBANK Link.Biz Portal for Merchants and confirm if the amounts were deposited into the depository account of the Gingoog City Water District.	As billed plus corresponding transaction fee of P10.00	1 minute	***Rubielyn Dapse/ Judith Gabia/ Glenn Grace Parsada/ Jessa Mae Hallarga/ Gerson Tecson*** Finance Division	Official Invoice
STEP 6	6. Wait for an email from the Gingoog City Water District for the issuance of the invoice.	2. Issue the corresponding invoice for the verified payment and email it to the concessionaire using the email address provided in the payment details.				

(4) RECONNECTION OF WATER SERVICE LINE

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: New Water Service Connection Applicants
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Present the invoice showing payment of any outstanding water bills and reconnection fees to the Concessionaire Service Assistant at the Commercial Division.	1. Issue a Service Request for the reconnection of the water service and ensure that it is forwarded to the Maintenance Division for appropriate action.	As billed plus reconnection Fee: P500.00	2 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Wait for the installation of water services.	2. Calibrate disconnected water meter and install calibrated water meter after payment of arrears and reconnection fees.	None	3 hours	***Nicanor Arenido*** Reconnection Crew Commercial Division	Service Request

(5) TRANSFER OF WATER METER

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: All Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Request for the transfer of water meter at the Public Assistance Desk in-charge.	1. Assist the concessionaire and prepare the corresponding maintenance order.	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Pay Transfer fee to the teller.	2. Process the payment and issue the invoice.	P600.00	2 minutes	***Rubielyn Dapse/ Judith Gabia/ Glenn Grace Parsada/ Jessa Mae Hallarga/ Gerson Tecson*** Finance Division	Official Invoice
STEP 3	3. Purchase the pipes/fittings/materials required and advise the Concessionaire after purchase.	3. Evaluate the new location and give the list of materials needed for the installation.	None	1 day	***Assigned Maintenance Team/ per area of responsibility*** Maintenance Division	
STEP 4	4. Sign the Maintenance Order for the actuated-edgement of the transferred water meter.	4. Set the schedule for the transfer and installation of water meter.	None	1 day	***Jomar Tagupa/ Filbert Alinabon*** Maintenance Division	
STEP 5		5. Install water meter at the new location or cluster.	None	1 day	***Assigned Maintenance Team/ per area of responsibility*** Maintenance Division	Service Request

(6) CHANGE OF WATER METER

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Report any observations of a defective water meter to the Public Assistance Desk officer-in-charge for proper documentation and necessary action.	1. Prepare the Service Request for the inspection of the water service and forward it to the Maintenance Division for appropriate action.	None	5 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Wait for the maintenance personnel to inspect the water meter as part of the investigation process.	2. Inspect the water meter to verify the reported issue, and pull out the meter if it is found to be defective.	None	1 day	***Assigned Maintenance Team*** Engineering Division	Service Request
STEP 3	3. Sign the meter receipt to acknowledge the installation of the new water meter.	3. Forward the Maintenance Order and Meter Receipt to the Storekeeper for the proper documentation of the withdrawal of the calibrated water meter.	None	20 minutes	***Jason Dick Sampayna*** Finance Division	Meter Receipt
STEP 4		4. Replace the defective water meter.	None	1 hour	***Assigned Maintenance Team*** Engineering Division	Meter Receipt

(7) COMPLAINTS ON HIGH WATER CONSUMPTIONS

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Immediately notify the Public Assistance Desk officer-in-charge regarding the complaint on high water consumption.	1. Prepare the Service Request for the water service connection and forward it to the Maintenance Division for appropriate action.	None	1 minute	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Wait for the maintenance plumber to arrive for the inspection.	2. Conduct an inspection of the water service line.	None	1 day	***Assigned Maintenance Team*** Engineering Division	Service Request
STEP 3	3. Wait for any advice regarding adjustments to the water bill payment.	3. Prepare the Billing Adjustment Memo (BAM) based on the reports provided by the maintenance plumber. Inform the concessionaire of the BAM, or discount for high consumption, will only be granted once per account.	None	1 hour	***Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division **BAM should be approved by the Commercial Division Manager*	
STEP 4	4. Pay the adjusted water bill.	4. Process the payment for the adjusted bill and issue invoice.	As Billed	2 minutes	***Rubielyn Dapse/ Judith Gabia/ Glenn Grace Parsada/ Jessa Mae Hallarga/ Gerson Tecson*** Finance Division	Official Invoice

(8) COMPLAINTS ON LEAKAGE

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Notify right away the public Assistance Desk in-charge for the leak complaint.	1. Take note of the details of the concessionaire's complaint's and the required personal information details.	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2		2. The Service Request form should be filled out completely, after which the request must be recorded in the logbook.	None	5 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request/ Logbook
STEP 3		3. The Maintenance Team conducts the actual evaluation and report as follows: a. Leak within meter box: b. After the water meter. If there is leaking after the water meter, it is no longer the liability of the water district. The concessionaire may hire an accredited plumber to do the repair. However, they can avail themselves of the discounts on the water bill, but only on weekends, holidays, or after office hours, with a service charge as agreed upon by the parties involved.	None	2 hours **depending on the extent of the leakage*	***Vincent Bendal/ Roger Mamon/ Ely Angkay/ Ronald Mesa/ Argentin Mahinay/ Christopher Cutanio/ Ray Salamanca/ Glenn Tapdin/ Elmar Demaala/ Rizalde Gabia/ Rodhelyn Peña/ Elmar Consocio/ Cornelius Rosampac/ Rizzmayne Jomica Palma/ Jomico Palma*** Engineering Division	Service Request

(9) COMPLAINTS ON LOW WATER SUPPLY/ WATER SHORTAGE

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
8:00am - 5:00pm

Who may avail of the service: All Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	**1. Inform the Public Assistance Desk in-charge on the low water supply or water shortage.**	1. Fill out the Service Request form, after which the request must be recorded in the logbook.	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Sign the Service Memo to acknowledge the inspection was conducted.	2. Send technical personnel to conduct the field inspection and/or coordinate with other units or divisions, if necessary.	None	20 minutes	***Jerome Lagoro*** Production Division	Service Request
STEP 3		3. Implement the appropriate intervention, as deemed necessary, based on the results of the conducted field investigation.	None	2 days	***Jerome Lagoro*** Production Division ***Maintenance Team/ per area of responsibility*** Maintenance Division	
STEP 4		4. Contact the concessionaire to relay the updates/ information about the complaint.	None	5 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request

(10) REPLACEMENT OF CONTROL VALVE

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Visit the Public Assistance Desk in-charge or notify the Concessionaire Service Assistant for complaint.	1. Fill out the Service Request form, after which the request must be recorded in the logbook.	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Sign the Service Memo to acknowledge the inspection was conducted.	2. Send technical personnel to conduct the field inspection and/or coordinate with other units or divisions, if necessary.	None	20 minutes	***Assigned Maintenance Team/ per area*** Maintenance Division	Service Request
STEP 3		3. Implement the appropriate intervention, as deemed necessary, based on the results of the conducted field investigation. Replace control valve if damaged.	None	2 days	***Assigned Maintenance Team/ per area*** Maintenance Division	Service Request
STEP 4		4. Contact the concessionaire to relay the updates or information about the complaint.	None	5 minutes	***Assigned Maintenance Team*** Engineering Division	Service Request

(11) ELEVATE WATER METER

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Visit the Public Assistance Desk in-charge or notify the Concessionaire Service Assistant for complaint.	1. Fill out the Service Request form, after which the request must be recorded in the logbook.	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Sign the Service Memo to acknowledge the inspection was conducted.	2. Send technical personnel to conduct the field inspection and/or coordinate with other units or divisions, if necessary.	None	20 minutes	***Assigned plumbers per area*** Maintenance Division	Service Request
STEP 3	3. Implement the appropriate intervention, as deemed necessary, based on the results of the conducted field investigation.	3. Prepare the Service Request for the elevation of the meter and forward it to the Maintenance Division.	None	2 days	***Assigned plumbers per area*** Maintenance Division	Application for Availment of Senior Citizen 5% Discount Form
STEP 4	4. Contact the concessionaire to relay the updates or information about the complaint.	4. Evaluate the filled-out form and forward it to the billing section for the availment of the discount and inform the concessionaire that the discount is now in effect.	None	5 minutes	***Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Application for Availment of Senior Citizen 5% Discount Form

(12) CHANGE IN CONCESSIONAIRE'S NAME

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Visit the Public Assistance Desk in charge or notify the Concessionaire Service Assistant for a request to change the name of the registered concessionaire.	1. Interviewer applicant and inform the requirements of the request: a. Photocopy of Death Certificate of the registered concessionaire (for change of name due to deceased account holder) b.new occupants of the house/apartment/store (for change of name due to new property owner)	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Change in Concessionaire's Name Form
STEP 2	2.Fill out the "Change in Concessionaire's Name Form" from the Public Assistance Desk.	2. Evaluate the filled-out form and update the details of the newly registered concessionaire to the system.	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Change in Concessionaire's Name Form
STEP 3	3. Attend the required concessionaire seminar for new applicants at the GCWD office, once only.	3. Conduct the seminar every Wednesday, or as scheduled if the request is extremely urgent.	None	2 hours	***Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Seminar Logbook
STEP 4	4. Sign the form from the Billing in-charge to acknowledge the services rendered from GCWD.	4. Activate the account using the newly applied concessionaire's name.	None	2 minutes	***Jomerico Eric Toledo*** Finance Division	Change in Concessionaire's Name Form

(13) SENIOR CITIZEN CONCESIONAIRE'S DISCOUNT AVAILMENT

Schedule of Service Availability
Monday - Friday / Saturday & Holiday
8:00am - 5:00pm

Who may avail of the service: All Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Visit the Public Assistance Desk in-charge or notify the Concessionaire Service Assistant for availment of 5% senior citizen discount.	1. Interviewer applicant and inform the requirements of the request: a. Senior Citizen ID b.Other valid ID with indicated birth date	None	10 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Application for Availment of Senior Citizen 5% Discount Form
STEP 2	2.Fill out the "Application for the Availment of Senior Citizen 5% Discount Form" from the Public Assistance Desk.	2. Evaluate the filled-out form and forward it to the billing section for the availment of the discount and inform the concessionaire that the discount is now in effect.	None	20 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Application for Availment of Senior Citizen 5% Discount Form
STEP 3	3. Sign the form given by the Public Assistance Desk to acknowledge the services rendered.	3. Activate the 5% Senior Citizen Discount in the system so that it will be automatically deducted from the concessionaire's water bill upon billing.	None	2 minutes	***Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Application for Availment of Senior Citizen 5% Discount Form

(14) MAINTENANCE OF WATER QUALITY

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Visit the Public Assistance Desk in charge or notify the Concessionaire Service Assistant about the complaint.	1. Fill out the Service Request form, after which the request must be recorded in the logbook.	None	15 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Wait for the visit of the maintenance team and acknowledge the maintenance order as an acted request.	2. Forward the Service Request to the Maintenance Team or Production Operator for immediate action.	None	1 hour	***Assigned plumbers per area*** Maintenance Division	Service Request
STEP 3		3. Inspect and execute procedures to correct the water quality problem.	None	2 hours	***Jerome Lagoro*** Production Division	

(15) REQUEST FOR VOLUNTARY CLOSE CLOSE/DISCONNECTION

Schedule of Service Availability
Monday - Friday
8:00am - 5:00pm

Who may avail of the service: All Active Concessionaires
How to avail of the service:

	APPLICANT PROCEDURE	ACTIVITY	FEES	DURATION OF ACTIVITY	PERSON IN CHARGE	FORM(S)
STEP 1	1. Visit the Public Assistance Desk or notify the Concessionaire Service Assistant regarding your request for voluntary disconnection of water service.	1. Prepare the Service Request a nd inform the concessionaire that the maintenance team assigned to their area will inspect their water meter to record the final reading for billing purposes.	None	15 minutes	***Jomar Tagupa/ Filbert Alinabon/ Nicole Vincent Cachero*** Commercial Division	Service Request
STEP 2	2. Wait for the visit of the Maintenance Team once the request has been acted upon.	2. Forward the Service Request to the Maintenance Team for on-site inspection and final meter reading.	None	1 hour	***Assigned plumbers per area*** Maintenance Division	Service Request
STEP 3	3. Receive the Billing Statement for the final water bill, including any outstanding arrears, if applicable.	3. The Billing Officer will encode the final reading into the Read-and-Bill pro-gram and generate the Billing Statement for the concessionaire.	None	2 minutes	***Jomerico Eric Toledo*** Commercial Division	Service Request
STEP 4	4. Settle the final billing and wait for the issuance of the official invoice.	4. Process the payment for the concessionaire and issue invoice.	As billed	2 minutes	***Rubielyn Dapse/ Judith Gabia/ Glenn Grace Parsada/ Jessa Mae Hallarga/ Gerson Tecson*** Finance Division	Official Invoice
STEP 5		5. Proceed to pull-out water meter.	None	1 hour	***Assigned plumbers per area*** Maintenance Division	