

MAINTENANCE SERVICES

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Report complaint/observation	Note down complaint for possible immediate action		Maintenace Order	10 mins	All office personnel
2		Complaint forwarded to Technical Personnel for inspection			30 mins	Plumber
3		Inspection/evaluation report forward to GM for approval prior the issuance of maintenance order and store requisition slip to the Technical Personnel		Maintenance Order	10 mins	General Manager
4		Request materials needed		Store Requisition Slip	15 mins	Pump Operator
5		Implement repair works			Upon issuance of needed materials	Plumber
6		Report accomplishment		Accomplishment Report Log Book	10 mins	Plumber

TRANSACTION COMPLETED