

SERVICE REQUESTS

(b.) SERVICE REQUEST FOR VOLUNTARY/TEMPORARY DISCONNECTION

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for disconnection	Receive request for possible immediate action		Maintenance & Service Order	5 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Accounting Processor B
3		Approved request forwarded to Technical Personnel			3 mins	General Manager
4		Implement disconnection request			1 - 4 hrs	Plumber
5	Sign acknowledgement	Accomplished maintenance order from on the action taken		Maintenance & Service Order	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	15 mins	Plumber

TRANSACTION COMPLETED