

SERVICE REQUESTS

(a.) SERVICE REQUEST FOR RECONNECTION

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for reconnection	Check customer Ledger Card if it has an outstanding account	· If arrears · pay corresponding amount/percentage based on the total outstanding account as prescribed on the approved office policy on arrears plus P500 reconnection fee	Computation of down payment for arrears and maintenace order	10 mins	Accounting Processor B
2		Forward the computation to the GM for approval			3 mins	Accounting Processor B
3	Pay for reconnection charges	Issue Official receipt and reflect payment in the customer Ledger card	500 + arrears down payment	Official Receipt Ledger cerd	5 mins	Accounting Processor B
4		Implement reconnection request			1 – 2 days	Plumber
5	Sign acknowledgement	Accomplished service request form on the action taken		Maintenace Order Form	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	15 mins	Plumber

TRANSACTION COMPLETED