

**SERVICE REQUESTS**

**(d.) SERVICE REQUEST FOR TRANSFER OF SERVICE CONNECTION**

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Letter request for transfer of service connection	Receive request for possible immediate action		Maintenance Order Form	4 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Technical Personnel
3		Approved request forwarded to Technical Personnel			3 mins	General Manager
4		Implement request			within 5 days	Technical Personnel
5	Sign acknowledgement on the action taken	Accomplished maintenance order form on the action taken		Maintenance Order Form	3 mins	Technical Personnel
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Technical Personnel

TRANSACTION COMPLETED