

SERVICE REQUESTS

(f.) SERVICE REQUEST FOR THE INSPECTION OF DEFECTIVE WATER METER

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

TRANSACTION COMPLETED