

SERVICE REQUESTS

(g.) SERVICE REQUEST FOR THE CONVERSION OF WATER CONNECTION SIZE

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

TRANSACTION COMPLETED