

SERVICE REQUESTS

(c.) SERVICE REQUEST FOR SPECIAL METER READING

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Letter request for special mater reading	Receive request for possible immediate action		Maintenance & Service Order Form	5 mins	All office personnel
2		Forward the request to GM for approval			3 mins	Accounting Processor B
3		Approved request forward to Technical Personnel			3 mins	General Manager
4		Conduct meter reading			1-4 hrs	Plumber
5	Sign acknowledgement	Accomplished maintenace form on the action taken		Maintenance & Service Order Form	3 mins	Plumber
6		Report accomplishment		Accomplishment Report Log Book	15 mins	Plumber

TRANSACTION COMPLETED