

# PROCEDURES ON COMPLAINTS/REQUESTS

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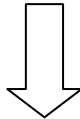
Step 1 . Walk-in Customer shall proceed to Frontline Service Desk Personnel & will prepare/issue MO/SR based on the request of customers. If, telephone callers, the same procedure will follow. (5 – 8 minutes excluding waiting time)



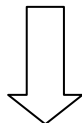
Step 2. MO & SR will be signed by the Acting Supervising Customer Service Officer A and to be countersigned by the Division Manager B. 1 minute.



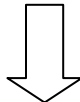
Step 3. Frontline Service Desk records in the logbook the MO and SR that was issued and to be received by the CD,WRD, SCD. 3 minutes



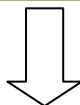
Step 4. Maintenance Division, Water Resources Division & Construction Division receives MO/SR and indicates the date and time it was received. Concerned Division shall forward to the Customer Servicing Section the accomplished MO/SR within 3 days.



Step 5. Re issue Maintenance Order for change water meter, defective water meter, test water meter to be forwarded to Water Resources Division for action taken and to be returned accomplished MO within 3 days.



Step 6. Accomplished MO is to be checked and to be posted in the individual ledger by Supervising Customer Service Officer A and to be reviewed by the Division Manager B.



**End of Transaction**