

ILIGAN CITY WATERWORKS SYSTEM

Lluch Park Street, Doña Juana Subd., Pala-o, Iligan City, 9200

Tel.: (063) 223-3233 / 221-4810 email : icws_iligan@yahoo.com

Frontline Service : APPLICATION FOR SENIOR CITIZEN'S DISCOUNT

Schedule of Availability of Service : 8:00AM-5:00 PM Daily (No noon break) excluding Saturdays, Sundays and Holidays.
On Mondays provision of services starts after flag raising

Who may avail of service : Duly registered water concessionaire, single attached residential connection and a member of OSCA Iligan City

What are the Basic Requirements : Photocopy of OSCA ID

Duration : 8 hrs & 40 mins

How to avail of the service :

Step	Applicant/Client	Service Provider	Duration of activity under normal circumstances	Person in charge	Fees	Form
1	Client enters into office	Interview client for type of service needed	5 min	O.D. /Clerk		
		Inform client as to requirements and verify billing records	5 min	Clerk		
2	Applicant submit photocopy of OSCA ID	receive photocopy of OSCA ID and provide customer ledger	5 min	Clerk		
3	Fill up application form and submit	File application with billing record for schedule of inspection	5 min	Clerk		Application form for Senior Citizens Discount

How to avail the service		APPLICATION FOR SENIOR CITIZEN'S DISCOUNT				
Step	Applicant/Client	Service Provider	Duration of activity under normal circumstances	Person in charge	Fees	Form
		Issue Job Order for Inspection	2 min	E.D. Maata		Job Order form for Inspection
		conduct ocular inspection and prepare report of inspection	1 day	R Paquingan		Report of Inspection Form
		Approve recommendation for approval	5 min	ED.D. Maata		
		Approval of Application	2 min	City Waterworks Manager		
		Adjust billing to avail 20% retroactive from date of application	10 min	Rene Mahinay, E.D. Maata		
4	Receive adjusted copy of ledger	File approved application with adjusted Ledger account	2 min	Clerk		
End of Transaction						

