

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	: APPROVAL OF APPLICATION FOR WATER SERVICE CONNECTIONS (NEW / SEPARATE / TRANSFER)					
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 the Service	: Applicants for water service connection					
What are the Requirements	: Clearance of outstanding accounts 2 Valid ID's 1 2" x 2" ID picture Residence Certificate Photocopy of Marriage Contract, Birth Certificate Photocopy of land title, or tax declaration, or OR - Real Property Tax Brand New Water Meter					
					Affidavit of Undertaking (Private / Public) Barangay Certificate Affidavit of Consent & Authority from lot owner	

Duration : 51 hrs & 36 mins

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in charge	Fees	Form
1	Concessionaire enters the office.	Interview client for type of service	1 min.	Officer of the Day		
		Issue pre-application form to be accomplished by client & advised client to attend policy orientation seminar	3 mins.	Faidah A. Guro		Pre-Application Form
2	Fills up pre-application form.	Conduct Policy Orientation Seminar	4 hrs.	C I M Personnel		Pre-Application Form

How to avail the service -

APPROVAL OF APPLICATION FOR WATER SERVICE CONNECTIONS (NEW / SEPARATE / TRANSFER)

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in charge	Fees	Form
3	Attend Policy Orientation Seminar	Issuance of Certificate of Attendance	1 hr	Faidah A. Guro		POS Certificate
4	Wait for on site inspection or applicant choose schedule for inspection.	Conduct On Site Inspection a.) If no, deferred payment of application fee. b.) If yes, issue application form (after payment of application fee) and accept accomplished application forms together with the requirements.	3 days 1 hr	Jesus D. Fernandez Paquito G. Alivio Faidah A. Guro	Php 200.00	Application Form
5	Collect and Submit documentary requirements.	Review and evaluate requirements, make estimate. Approval as to type of application (separate, new or transfer)	1 day	Gildardo A. Lloren Jesus D. Fernandez Paquito G. Alivio		
6	For transfer & separate connection clearance of accounts	Issue O. R. of previous account	20 mins	Collector	Depends on the previous accounts or records	
7	Submit Application Form	Evaluation of system capability to provide services. If deferred, returned the application form to client	10 mins.	Engr. Jaime C. Sato		
8	Wait for the approval as to system capability	If service is available approve the application	3 mins.	Engr. Jaime C. Sato		

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9	Purchase & submits watermeter for calibration	Accept & calibrate watermeter If no, return watermeter & recommend for replacement	10 mins.	Rafael A. Lonoy		
		If yes, assess payments of applicable fees	3 mins.	Clerk		
10	Pays registration / installation fee	Issuance of O. R. and posting of payment	20 mins.	Collector	P 1,700.00	
11	Handcarry application form for data encoding	Assign account no. & encode application data If application is new, attached applicant's signed contract.	15 mins. 5 mins.	Clerk Faidah A. Guro		
12	Handcarry application form for Evaluation	Review of application for approval	10 mins.	Engr. Edell D. Maata		
13	Handcarry application form for final approval	Approval of application & signing of contract of service connection.	1 day	City Waterworks Manager		
16	Handcarry contract for water service connection for notarization.		4 hrs	Private / Public Attorney		
17	Submit notarized contract for water service connection.	Schedule of installation of approved service connection.		Gildardo A. Lloren		
END OF TRANSACTION						