

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 Services : CUSTOMER CARE SERVICES

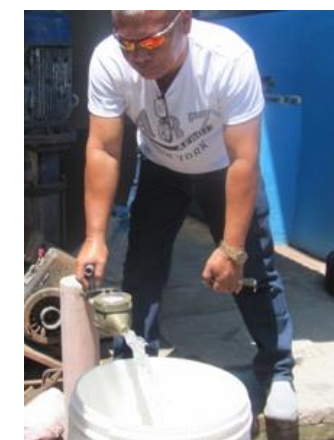
- A. Leakages/ Water Pressure/Intermittent Water Supply/ High Elevation**
- B. Water Quality/ Water Analysis**
- C. Water Meter Reading/ In-house Leakages/No Bills/Installation/ Clusters**
- D. New Connection/Transfers/ Change of Name/ Un-registered/Unmetered Connections / Use of Booster Pumps**

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 : Anybody who are served by the ICWS water facilities either Level I, Level II and Level II water system.

What are the Requirements : None

Duration : a. If Minor, 24 hrs & 21 minutes
b. If major, 192 hrs & 21 minutes



How to Avail of the Service:

CUSTOMER CARE SERVICES

| Step | Applicant/Client | Service Provider | Duration of Activity Under Normal Circumstances | Person in charge | Fees | Form |
|------|--|---|---|------------------------|----------------|---|
| 1 | A. Complaints on Leakages /Water Pressure/ Intermittent Water Supply/ High Elevation Client lodge complaint: <i>Walk – in</i> Fill up Complaint Form <i>Telephone Call</i> <i>Referral from other div. & employees</i> <i>Manager, by letter)</i> | Received, Check Form, Interview clients for additional info when necessary , Record Fill up Complaint Form Through Interview, Record | 2 minutes | Customer Service Clerk | Not Applicable | A,B,C & D Verbal interaction, Log Book Entry/ Filing of Complaint Forms |
| | | Fill up Complaint Form Through Interview, Record | 5 minutes | Jay Luna | | |
| | | Fill up Complaint Form Through Interview, Record | 5 minutes | Customer Service Clerk | | |
| | | Fill up Complaint Form/ Inspect Area, Record | 5 minutes | Customer Service Clerk | | |
| | | Retrieval of clients record: <i>If a Registered Client,</i> refer Complaint to O&M Division prepare schedule for field inspection | 5 minutes | Customer Service Clerk | Not Applicable | Ledger |
| | | <i>If Unregistered /no Record</i> Refer Complaint to STF for notice and disconnection. <i>Clients with delinquent accounts,</i> refer to CIM/ EDP | 5 minutes | Customer Service Clerk | | Ledger |
| | | | 5 minutes | Customer Service Clerk | | Ledger |
| | | | 5 minutes | Customer Service Clerk | | Customer Service Clerk |

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|---------------------------|---|--|---|------------------------|----------------|---|
| | | Follow up with Division Result of Complain and Record. | Maximum of three (3) days to complete works. | Customer Service Clerk | Not Applicable | Monitoring |
| END OF TRANSACTION | | | | | | |
| 1 | B1 Water Quality Client lodge complaint: <i>Walk – in</i> Fill up Complaint Form (Water Quality) | Received, Check Form, Interview clients for additional info when necessary , Record | 2 minutes | Customer Service Clerk | Not Applicable | Log Book Entry/ Filing of Complaint Forms |
| | | Retrieval of clients record: <i>If a Registered Client</i> , refer Complaint to Production Division prepare schedule for field inspection | 5 minutes | Customer Service Clerk | Not Applicable | Ledger |
| | | | 5 minutes | Customer Service Clerk | | Ledger |
| | | <i>If Unregistered /no Record</i> Refer Complaint to STF for notice and disconnection. <i>Clients with delinquent accounts</i> , refer to CIM/ EDP | 5 minutes | Customer Service Clerk | | Ledger |
| | | | 5 minutes | Customer Service Clerk | | Customer Service Clerk |
| | | Follow up with Division Result of Complain and Record. | Maximum of three (3) days to complete works. | Customer Service Clerk | Not Applicable | Monitoring |
| END OF TRANSACTION | | | | | | |

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|---------------------------|--|--|---|--|---|------|
| 1 | <p>B2 Water Analysis <i>Walk – in</i> Fill up Application Form (Application for Water Analysis) – Private, Water Suppliers, Students and Government Clients</p> | <p>Interview Client for specific Analysis needed Set Schedule of Water Analysis (From Monday to Friday 8:00 AM to 11:00 AM) Orient Client on tariff and Services available and their parameters.</p> | 10 minutes | Customer Service Clerk/ Leelic Dacoco | | |
| 2 | <p>Payment of Laboratory Fees (Submit official Receipt) Collect Water Sample and submit to office within prescribed time</p> | <p>Receive Official Receipt and Record OR# and Amount Orient Client on Water Sample Collection</p> | 10 minutes | Customer Service Clerk/ Leelic Dacoco | 1,000.00/ sample for Phy-Chem Water Analysis 500.00/ sample for Bacteriological Analysis +++ | |
| | | <p>Submit Application, Sample and Payment to Laboratory for processing</p> | 5 minutes | Customer Service Clerk/ Leelic Dacoco | | |
| | | <p>Water Analysis process</p> | Maximum of 2 days | ICWS Laboratory Personnel | | |
| 3 | <p>Client Pick up of Laboratory Result</p> | <p>Retrieve Laboratory Result ready for Release to Client</p> | | Customer Service Clerk/ Leelic Dacoco | | |
| END OF TRANSACTION | | | | | | |