

# ILIGAN CITY WATERWORKS SYSTEM

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**Frontline Service : REQUEST FOR PHYSICAL - CHEMICAL LABORATORY SERVICES**

**Schedule of Availability of Service :** Monday to Friday : 8:00 - 11:00 AM - Sample Acceptance

**Who may avail of the Service :** Private Entities

**What are the requirements :** Schedule of analysis  
Water Analysis Request Form  
Official Receipt of Payment of Services

**Duration : 1 hr & 42 mins**

## How to Avail of the Service :

STEP	CLIENT/ APPLICANT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
1	Client Walk-in	Interview client for service request	5 mins	Leelic Dacoco		Client-Employee interaction
		Set schedule of Water Analysis	5 mins	Leelic Dacoco		Logbook entry
		Issue Water Analysis Request Form a.) Discuss Service type & fees	10 mins	Leelic Dacoco		Client-Employee interaction
2	Fill up Water Analysis	Interview (Parameter Request)	10 mins	Leelic Dacoco		ICWS Water Analysis Request Form

**Note: Payment for laboratory services to CTO**

## How to avail the service -

## REQUEST FOR PHYSICAL - CHEMICAL LABORATORY SERVICES

3	Submit Official Receipt	Receive and record O.R. # & amount in the Water Analysis Request Form	2 mins.	Leelic Dacoco	Phy-Chem. Analysis (Package 1 = 11 Parameters) P1000/sample; P100 / parameter	
		Orient client on proper sample collection	5 mins.	Leelic Dacoco		
4	Submit water sample	<ol style="list-style-type: none"> <li>1. Receive &amp; register water sample information and data.</li> <li>2. Inform client duration of analysis &amp; day of release of lab result</li> <li>3. Assign laboratory code/sample</li> <li>4. Endorse water sample to Phy-Chem Sec.</li> </ol>	2 mins. 1 min 1 min 1 min	Leelic Dacoco		Information Logbook entry  Water Testing Slip
<b>Lapse: Laboratory performance in 1 day</b>						
		Laboratory analysis completed				
		Preparation of laboratory result	5 mins	Marivic B. Lozano		
		<ol style="list-style-type: none"> <li>1. Sign lab result                             <ol style="list-style-type: none"> <li>a.) Analyst</li> <li>b.) Recommend release of result</li> <li>c.) Approval for release of lab result</li> </ol> </li> </ol>	1 min 1 min 1 min	Marivic B. Lozano Edwina G. Anticamara  Engr. Alorro PQC Head  Engr. CMAO Engr. CMAO		
		Record lab result in Lab Releasing Logbook	1 min	Leelic Dacoco		
5	Client Pick-up Result	<ol style="list-style-type: none"> <li>1. Endorse lab result</li> <li>2. Ask client to sign Lab. Releasing Logbook</li> <li>3. Answer client clarificatory questions about lab. result</li> </ol>	1 min 5 mins 10 mins	Leelic Dacoco Leelic Dacoco  Marivic B. Lozano		Client - Employee interaction
<b>END OF TRANSACTION</b>						