

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 : **WATER SUPPLY COMPLAINTS RESPONSE SERVICES**
(Leakages, No Water, Low Water Pressure & Intermittent Supply)

Availability of the 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, 3 days & 21 minutes
b. If major, 1 month & 21 minutes

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in charge	Fees	Form
1	Client lodge complaint: a. by walk – in b. telephone calls	A. & B. Received, interviewed clients for details of complaints made.	a. 5 minutes b. 5 minutes	a. Jay Luna b. Jay Luna	Not Applicable	A,B,C & D verbal interaction
2	c. referral from other div. & employees & officer of the day d. manager's order(by letter)	C. Received and request for details of complaints.	c. 5 minutes	c. Jay Luna		
		D. Received the order/letter	d. 5 minutes	d. Engr.JM Albao / JS Luna		

How to Avail of the Service -

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Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in charge	Fees	Form
		Record & received complaint	5 minutes	a. Jay Luna b. Engr. JM Albao		Logbook entry Folder
		Verification of clients record: a. Registered 1.) If registered prepare schedule for field inspection b. Unregistered / delinquent accounts 1.) If unregistered refer to STF for notice, prepare schedule for field inspection c. If delinquent account refer to CIM/ EDP	a. 5 minutes b. 5 minutes c. 5 minutes	a. LT Bastatas Jr. b. LT Bastatas Jr. c. Engr. JM Albao		Ledger Ledger Ledger
		Issued job order for inspection base on complaint data	2 minutes per Job Order	Engr. JM Albao		
		Conduct actual field inspection	2 hours per Job Order	SM Intaligando		
		Preparation Report of accomplishment. a. No Leakages or bogus b. Leakages detected c. low pressure confirm d. No water confirm	a. 2 minutes b. 2 minutes c. 2 minutes d. 2 minutes	LT Bastatas jr. / Engr. JM Albao		

How to Avail of the Service -

WATER SUPPLY COMPLAINTS RESPONSE SERVICES

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Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person in charge	Fees	Form
		Submission of report	5 minutes	Engr. JM Albao		
		<p>Plan Decision of action</p> <p>a. If no leakage or bogus inform client</p> <p>b. If leakage detected identify & estimate materials needed for repair</p> <p>c. If low pressure, refer to pressure management system and propose strategy to increase water pressure (to planning Div.)</p> <p>d. If no water check for possible clogging or to refer to water flow management section.</p>	<p>a. 2 minutes</p> <p>b. 1 day for minor repair and 3 days for major repair.</p> <p>c. 5 minutes</p> <p>d. 5 minutes</p>	<p>JS Luna</p> <p>LT Bastatas Jr./ RO Bastatas</p> <p>RS Natinga/ Engr. JM Albao</p> <p>LT Bastatas Jr. / Engr. JM Albao</p>		
		Inform client of result of investigation, inspection, verification and planned ICWS action				
END OF TRANSACTION						

