



WATERWORKS SYSTEM OFFICE

CITIZENS CHARTER

How to apply for New Service connection.

RESPONSIBILITY	PROCEDURE FLOW	ACTIVITY/ DESCRIPTION	TIME FRAME
Customer/ Waterworks Personnel	Request for the Application for Water Connection	Proceed to Waterworks System Office, Municipal Building, Poblacion, Puerto Galera	1 minute
Waterworks Personnel	Inspection of Water line for New Connection	To check the line where to get the water connection	5 minutes
Waterworks Personnel	Make Sketch for the Approval of Chief Public Utilities Regulation Officer	Done by Pipefitter assign in the area	5 minutes
Customer	Secure all requirements for water connection	Secure Barangay Clearance for water connection and Community Tax Certificate, 1 pc. 2x2 ID. picture	
Waterworks Personnel	Fill-up a membership form for the customer	Fill-up membership form for water connection. Make sure to complete all details and approved by the Waterworks Superintendent II	1 minute
Assessor/MTO	Secure the Tax Clearance	Proceed to Assessor's Office and Treasurer's Office, Municipal Building, Puerto Galera	2 minutes
MTO	Payment of Amount Charges	Proceed to Municipal Treasurer's Office for payment of charges	3 minutes
Waterworks Personnel	Received a copy of membership for water connection	Receives a copy of membership for water connection together with Barangay Clearance for posting and recording in the serving application logbook	10 seconds

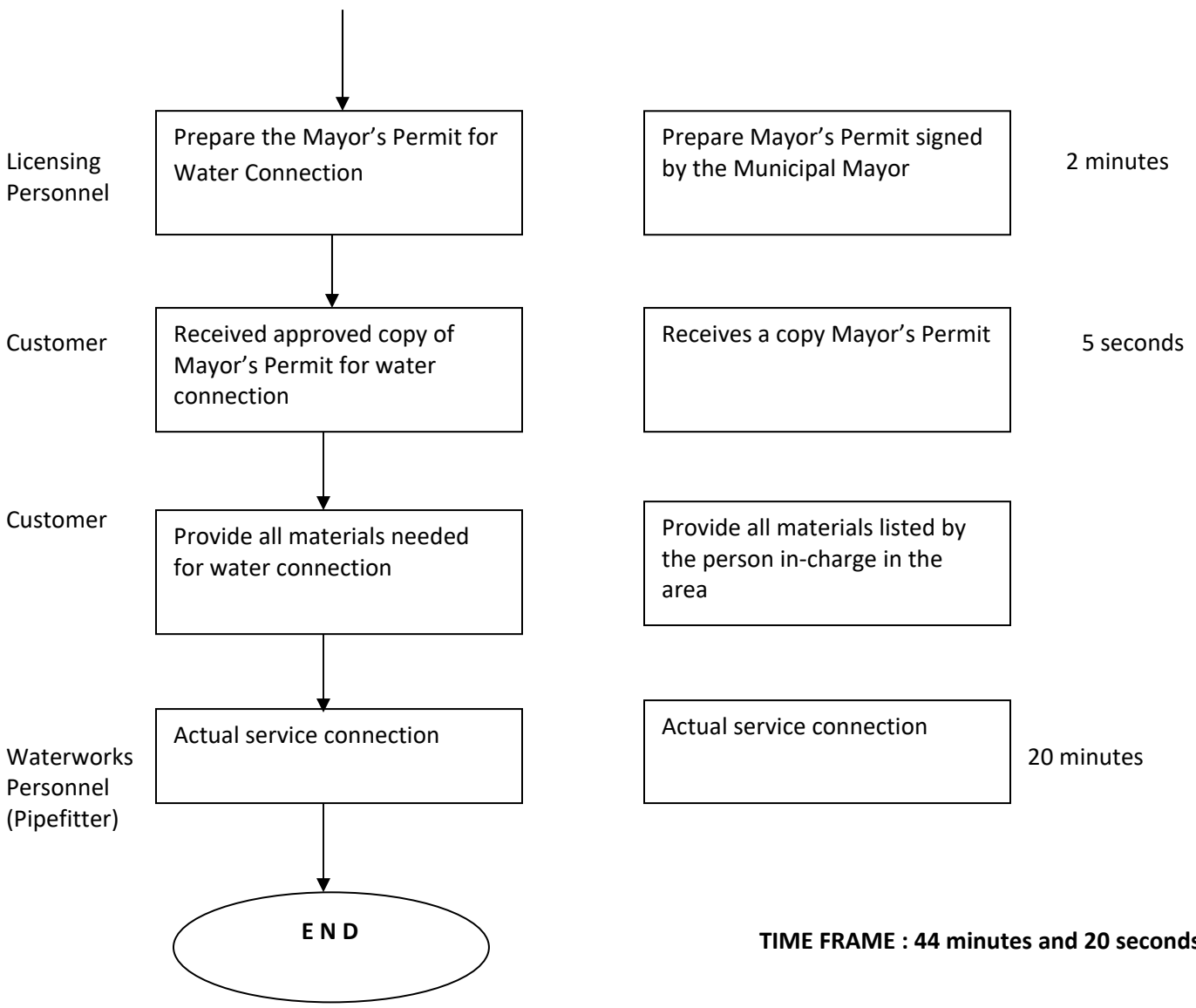


Submit the completed form of Mayor's Permit

Proceed to Licensing Office for submission of complete form and approved form of

Customer

10 seconds



Prepared by:

RODEL B. RUBIO
Chief Public Utilities Regulation Officer

Approved by:

ROCKY D. ILAGAN
Municipal Mayor



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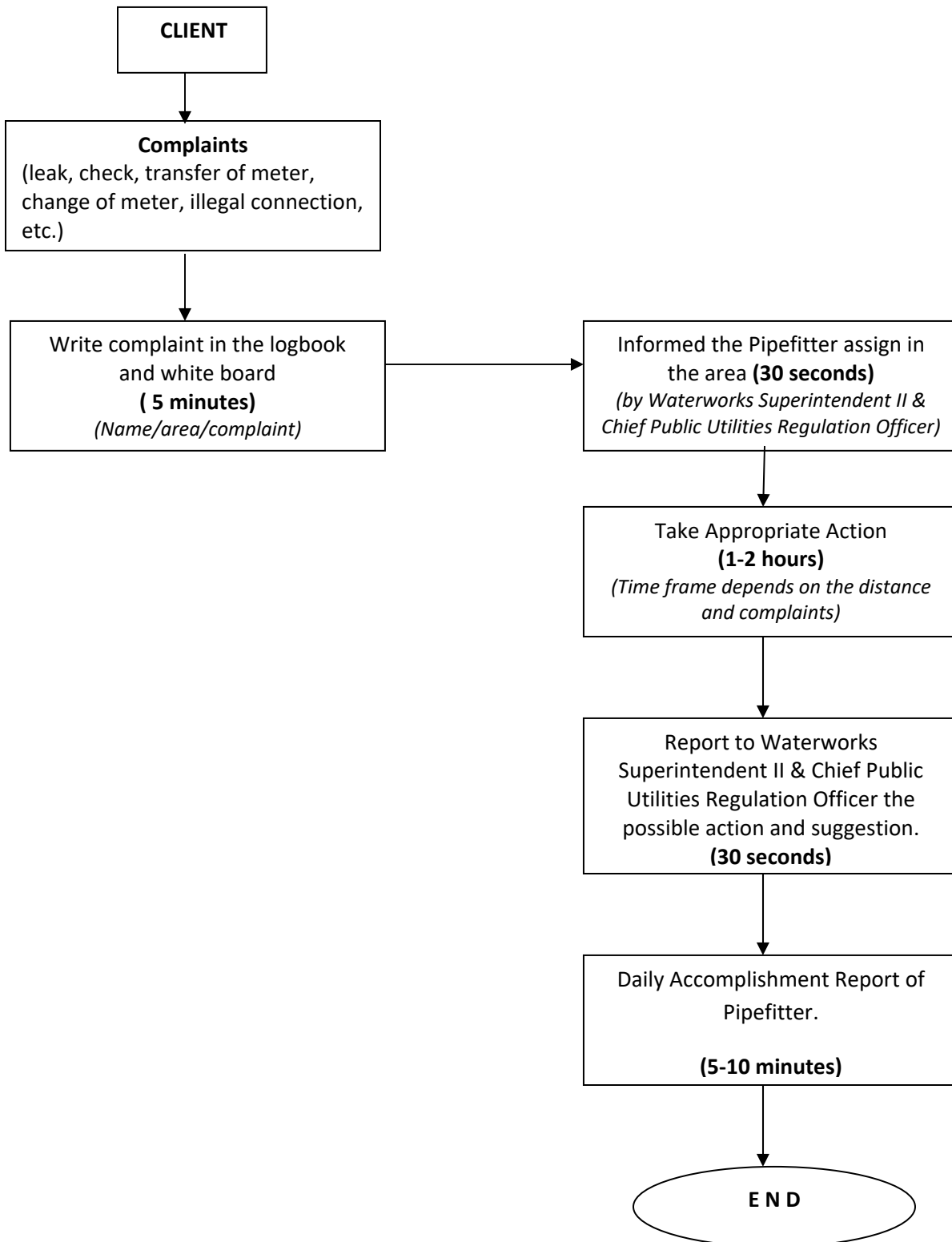
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WATERWORKS SYSTEM OFFICE

PUBLIC ASSISTANCE COMPLAINT DESK



TIME FRAME: 2 hours and 16 minutes

Prepared by:

RODEL B. RUBIO
Chief Public Utilities Regulation officer

Approved by:

ROCKY D. ILAGAN