

For Regulatory



MSF Water District
Contract Monitoring Office

PROTOCOLS IN HANDLING COMPLAINTS (FOR WALK-IN COMPLAINANTS)

Schedule of Availability of Service: 3/F MSFWD-CMO from 8:00 A.M. to 5:00 P.M.

STEP	CUSTOMER ACTIVITY	MSFWD-CMO ACTIVITY	STANDARD TIME	PERSONNEL/REGULATORY UNIT CONCERNED
1	Complainant visits the MSFWD-CMO and proceeds to the Commercial Regulatory Unit of the Contract Monitoring Office	The Assistant Customer Services Regulator (ACSR) politely greets the complainant with a "Good morning!" or "Good afternoon!" and offers him/her a seat.	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
2		ACSR introduces himself/herself and asks the customer what is it that he/she can do for him/her.	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
3	Complainant relays to the ACR of his/her request or complaint.	ACSR listens to the customer while he/she talks about his/her request or complaint. While the customer is talking, the ACSR makes it a point that he/she does the following: a. Maintain eye contact and a good disposition; b. Avoid making unnecessary remarks, gestures or mannerisms (especially when dealing with an angry customer); c. Give full attention to what the customer is saying; d. Avoid interrupting the customer when he/she is talking. Talk after the customer has made his/her statement; e. Speak in a dialect, vernacular or language best understood by the customer. If the customer is an Ilocano, use the local dialect, Iloko. If the customer is a Filipino but cannot understand Iloko, use the national language, Filipino or Tagalog. If the customer is a foreigner, use the international language, English; f. Speak clearly and in a well-modulated voice. If the customer has hearing problems, speak loudly but not in a way wherein the customer will be offended.	at least 5 minutes	Valdimir A. Vega, Assistant Customer Services Regulation Unit
4		ACSR prepares the Complaint Follow-up Record and writes all the important details like the following: a. Name of complainant; b. Contact details (address, phone or email) c. Account number; d. Account name; e. Service address; f. Nature of complaint or request (describe briefly the problem, steps already taken by the complainant, outcome/s sought by the complainant)	5 minutes	Valdimir A. Vega, Assistant Customer Services Regulation Unit
5		If the complaint is directly referred to MSFWD-CMO, ACSR will endorse the complaint to PWMSF	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
6		ACSR informs customer that Complaint Follow-up Record with th+C13e details of complaint will be endorsed to the PWMSF for immediate resolution	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
7	Complainant answers questions on the details of investigation as the Customer Services Regulator investigates the complainant of his/her complaint or request	Customer Services Regulator (CSR) politely asks all relevant information (record names, dates, etc), investigates actions taken by PWMSF of the complaints (citing Service Memo Number), how long that the complaint was referred to the PWMSF	5 minutes	Benjamin Q. Galvan, Jr., Customer Services Regulator
8		CSR discuss with the complainant of the policies, procedures or rules in the JVA that are affected due to the complaint	2 minutes	Benjamin Q. Galvan, Jr., Customer Services Regulator
9		CSR describes the outcome of complaint investigation based on the actions taken by PWMSF and reasons of no immediate resolution of the complaint or request	2 minutes	Benjamin Q. Galvan, Jr., Customer Services Regulator
10		CSR accomplishes all details of complaint tracking matrix	2 minutes	
11		CSR thanks the complainant and wishes him/her well before he/she leaves the office (say, "Thank you, Sir/Maam. Have a nice day!")	less than a minute	Benjamin Q. Galvan, Jr., Customer Services Regulator
12		CSR forwards accomplished Complaint Follow-up Record to the General Manager	1 minute	Benjamin Q. Galvan, Jr., Customer Services Regulator
13		ACSR makes a follow-up call to the complainant and confirms if request or complaint was attended properly by the PWIC. If customer acknowledges that request or complaint was attended according to his/her satisfaction, ACSR thanks the customer, wishes him/her a good day and reminds customer politely to call the MSFWD-CMO should there be problems with his/her water supply and septage services in the future		Benjamin Q. Galvan, Jr., Customer Services Regulator
14		ACSR makes a follow-up call to customer and confirms if request or complaint was attended properly by the WMCT. If customer says that request or complaint was not attended according to his/her satisfaction, ACSR prepares another service memo and repeats Steps 6, 7, 8, 9 (if necessary)		Benjamin Q. Galvan, Jr., Customer Services Regulator
	END OF TRANSACTION	Total Aggregate Time	24 minutes	



MSF Water District
Contract Monitoring Office

PROTOCOLS IN HANDLING COMPLAINTS (FOR PHONE-IN COMPLAINANTS)

Schedule of Availability of Service: 3/F MSFWD-CMO from 8:00 A.M. to 5:00 P.M.

STEP	CUSTOMER ACTIVITY	MSFWD-CMO ACTIVITY	STANDARD TIME	PERSONNEL/REGULATORY UNIT CONCERNED
1	Complainant calls the MSFWD-CMO through the telephone no. (072) 700-3554	The Assistant Customer Services Regulator (ACSR) politely answers the phone on the first ring (the latest allowable time to answer the phone should be on the third ring. Make sure that a walk-in complainant is not being attended to when phone is answered).	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
2		ACSR identifies himself/herself and greets caller politely. ACSR says, "Thank you for calling Metro San Fernando Water District (or MSFWD), good morning/afternoon! This is (name), how may I help you?"	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
3	Complainant relays to the ACR of his/her request or complaint.	ACSR listens to the customer while he/she talks about his/her request or complaint. While the customer is talking, the ACSR makes it a point that he/she does the following: a. Maintain eye contact and a good disposition; b. Avoid making unnecessary remarks, gestures or mannerisms (especially when dealing with an angry customer); c. Give full attention to what the customer is saying; d. Avoid interrupting the customer when he/she is talking. Talk after the customer has made his/her statement; e. Speak in a dialect, vernacular or language best understood by the customer. If the customer is an Ilocano, use the local dialect, Iloko. If the customer is a Filipino but cannot understand Iloko, use the national language, Filipino or Tagalog. If the customer is a foreigner, use the international language, English; f. Speak clearly and in a well-modulated voice. If the customer has hearing problems, speak loudly but not in a way wherein the customer will be offended.	at least 5 minutes	Valdimir A. Vega, Assistant Customer Services Regulation Unit
4		ACSR prepares the Complaint Follow-up Record and writes all the important details like the following: a. Name of complainant; b. Contact details (address, phone or email) c. Account number; d. Account name; e. Service address; f. Nature of complaint or request (describe briefly the problem, steps already taken by the complainant, outcome/s sought by the complainant)	5 minutes	Valdimir A. Vega, Assistant Customer Services Regulation Unit
5		If the complaint is directly referred to MSFWD-CMO, ACSR will endorse the complaint to PWMSF by giving the complainant the contact no. and the name of the PWMSF name to call	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
6		ACSR informs customer that Complaint Follow-up Record with th+C13e details of complaint will be endorsed to the PWMSF for immediate resolution	1 minute	Valdimir A. Vega, Assistant Customer Services Regulation Unit
7	Complainant answers questions on the details of investigation as the Customer Services Regulator investigates the complainant of his/her complaint or request	Customer Services Regulator (CSR) politely asks all relevant information (record names, dates, etc), investigates actions taken by PWMSF of the complaints (citing Service Memo Number), how long that the complaint was referred to the PWMSF	5 minutes	Benjamin Q. Galvan, Jr., Customer Services Regulator
8		CSR discuss with the complainant of the policies, procedures or rules in the JVA that are affected due to the complaint	2 minutes	Benjamin Q. Galvan, Jr., Customer Services Regulator
9		CSR describes the outcome of complaint investigation based on the actions taken by PWMSF and reasons of no immediate resolution of the complaint or request	2 minutes	Benjamin Q. Galvan, Jr., Customer Services Regulator
10		CSR accomplishes all details of complaint tracking matrix	2 minutes	
11		CSR thanks the complainant and wishes him/her well before he/she hangs up the telephone (say, "Thank you, Sir/Maam. Have a nice day!")	less than a minute	Benjamin Q. Galvan, Jr., Customer Services Regulator
12		CSR forwards accomplished Complaint Follow-up Record to the General Manager	1 minute	Benjamin Q. Galvan, Jr., Customer Services Regulator
13		ACSR makes a follow-up call to the complainant and confirms if request or complaint was attended properly by the PWIC. If customer acknowledges that request or complaint was attended according to his/her satisfaction, ACSR thanks the customer, wishes him/her a good day and reminds customer politely to call the MSFWD-CMO should there be problems with his/her water supply and septage services in the future		Benjamin Q. Galvan, Jr., Customer Services Regulator
14		ACSR makes a follow-up call to customer and confirms if request or complaint was attended properly by the WMCT. If customer says that request or complaint was not attended according to his/her satisfaction, ACSR prepares another service memo and repeats Steps 6, 7, 8, 9 (if necessary)		Benjamin Q. Galvan, Jr., Customer Services Regulator
	END OF TRANSACTION	Total Aggregate Time	24 minutes	

For Operations



PROCEDURES IN THE APPLICATION FOR NEW SERVICE CONNECTION

Schedule of Availability of Service: MSFWD Main Office from 8:00 AM TO 5:00 PM (Monday to Friday)

DAY	STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	1	Customer inquires about the procedures and requirements on the application for service connection.	Customer Service Assistant B (CSAB) politely answers the query, interviews the customer and gives the Application and Contract for Water Service form. CSAB conducts initial assessment (refer to NOTE 1) .	5 to 10 minutes	Ms.Anilyn L. Rimando, Applications Unit, Commercial Division
	2	Customer fills up and signs the Application and Contract for Water Service form then sketches location of proposed service connection.	CSAB records service application and endorses it to the Distribution Division to facilitate inspection and preparation of cost estimate.	5 minutes	Ms.Anilyn L. Rimando, Applications Unit, Commercial Division
	3		Office Clerk (OC) of the Distribution Division receives endorsed application form and schedules date of inspection with the concerned water management cluster (WMC) team leader.	5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	4		WMC team leader calls customer and sets/confirms appointment for inspection.	5 minutes	Distribution Division
2	5		WMC personnel goes to the customer's proposed service connection site, surveys area, draws schematic diagram, estimates materials and labor to be needed (using standard checklist) and determines if road excavation or concrete breaking will be necessary.	at least 30 minutes	Distribution Division
	6		WMC team leader prepares SRS, presents to customer estimated cost of materials and advises customer to visit the District on the following day.	5 to 10 minutes	Distribution Division
	7		WMC team leader submits SRS to the OC and OC submits it to the Distribution Division Manager (DDM) for approval.	5 to 10 minutes	Distribution Division
	8		DDM approves the SRS which will be attached to the application form. OC forwards SRS and application form to the CSAB.	2 minutes	Engr. Benjamin Q. Galvan, Jr., Distribution Division
	9		CSAB informs the customer of the final amount to be paid and the requirements to be submitted.	2 to 5 minutes	Ms.Anilyn L. Rimando, Applications Unit, Commercial Division
3	10	Customer visits the District, submits requirements and pays service connection fee, customer's deposit, notarial fee and other fees necessary.	CSAB reviews requirements submitted by customer, accepts/processes payment and issues official receipt (OR).	5 minutes	Ms.Anilyn L. Rimando, Applications Unit, Commercial Division
	11		CSAB briefs the customer of his/her rights and obligations to the District as indicated in the terms and conditions of the Application for Water Service form.	5 to 10 minutes	Ms.Anilyn L. Rimando, Applications Unit, Commercial Division
	12		CSAB fills out the necessary portions of the Application and Contract for Water Service form and submits it to the Commercial Division Manager (CDM) for recommending approval.	5 minutes	Ms.Anilyn L. Rimando, Applications Unit, Commercial Division
	13		CDM checks and signs application form and returns it to the CSAB.	2 minutes	Commercial Division Manager
	14		CSAB forwards the signed application form and SRS to Administrative Division Manager (ADM) for signature and approval.	2 minutes	Ms.Anilyn L. Rimando, Applications Unit, Commercial Division
	15		ADM signs application form and SRS then forwards them to the OC of the Distribution Division.	2 minutes	Ms. Claudine A. Casano, Administrative Division
	16		OC forwards application form and SRS to Property and Supply Officer (PSO) and gives copy of the SRS to the WMC team leader through the pigeon box assigned to the concerned cluster team.	2 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	17		PSO prepares materials indicated in the SRS and readies them for release the following day. <i>NOTE: Cut-off time for endorsement of SRS is on or before 12:00 noon of the current day for service connections scheduled for the following day.</i>	at least 20 minutes	Ms. Everlie Paguia, Purchasing/Supply Unit, Administrative Division
4	18		PSO releases materials to the WMC team leader.	5 to 10 minutes	Ms. Everlie Paguia, Purchasing/Supply Unit, Administrative Division
	19		WMC team leader acknowledges receipt of the materials for service connection .	5 to 10 minutes	Distribution Division
	20		WMC personnel goes to the location of service address, installs service connection and gives customer copy of the Application and Contract for Water Service. <i>NOTE: WMC personnel must check that service connection is installed properly, water is running and there is no leak in the service line.</i>	at least 2 hours	Distribution Division
	21	Customer acknowledges installation of service connection.		2 minutes	
	22		WMC team leader submits accomplishment report to OC together with the office copy of the application form.	2 minutes	Distribution Division
	23		OC forwards office copy of the application form to Commercial Division for records purposes, assignment of account number and activation of account in the system.	2 to 5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division/Ms. Anilyn L. Rimando, Applications Unit and Ms. Monique Aizza Gonzales, Billing Unit, Commercial Division
4 days	END OF TRANSACTION		Total Aggregate Time (maximum)	4 hours 39 minutes	

NOTE 1: Initial assessment should include the following:

- Verify water status in proposed location of service connection.
- Ask customer about availability of requirements needed.
- Advise customer accordingly.

NOTE 2: It will take four (4) days for a simple and single service connection to be installed from the date of application. However, for connections that will need concrete breaking, an additional three (3) to five (5) days will be needed for the securing of permit from the Department of Public Works and Highways District Office.

NOTE 3: Notarized copy of contract will be given to customer upon reading of first bill.

REQUIREMENTS FOR NEW SERVICE CONNECTION:

- Photocopy of the Lot Title or Tax Declaration (in the absence of the Lot Title) if the applicant owns the property; or Special Power of Attorney/Authorization from the lot owner if applicant is not the owner of the property.
- For commercial/industrial establishments, the applicant must submit a photocopy of the Contract of Lease (if the space is rented) and/or Business Permit.
- For those residing along the shoreline/salvaged zone or within the Philippine National Railways property, the applicant must provide a copy of a Barangay Certification or proof of rights/authority to use property from the government agency concerned (PNR, DENR) .
- The applicant must attend a briefing prior to the installation of the water service connection informing applicant of his/her rights, obligations and responsibility to the Metro San Fernando Water District.



PROCEDURES IN THE APPLICATION FOR REOPENING OF SERVICE CONNECTION

Schedule of Availability of Service: MSFWD Main Office from 8:00 AM TO 5:00 PM (Monday to Friday)

A. FOR DISCONNECTED ACCOUNTS (6 MONTHS OR LESS)

STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	Customer proceeds at the Customer Assistance Unit of the Commercial Division for the assessment of the total amount to be paid.	Customer Service Assistant B (CSAB) checks the customer's record in the computer and writes total amount due to be paid (unpaid bills, penalties and reopening fee).	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
2	Customer proceeds at the tellers' booth, presents assessment given by CSAB and gives payment.	Teller accepts payment, posts payment in the computer and issues official receipt (OR).	1 minute	Ms. Teresita N. Badua or Ms. Christie Borja, Collection Unit, Commercial Division
3	Customer goes back to the Customer Assistance Unit for the preparation of the service request for reopening.	CSAB prepares and completely fills up service request for reopening.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
4	Customer sketches location of service connection (if there is no sketch on file in the computer but if sketch is available, CSAB will just print the sketch at the back of the service request).	CSAB records service request and endorses it to the Office Clerk (OC) of the Distribution Division.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
5		OC receives service request and coordinates it to water management cluster (WMC) team leader for action (must be done within the day or within 24 hrs).	2 to 5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
6		WMC personnel goes to location of customer's service connection and reopens account. <i>NOTE: WMC personnel must check that service connection is reopened properly, water is running and there is no leak in the service line.</i>	2 to 5 minutes	Distribution Division
7	Customer acknowledges reopening of service connection by writing full name and signing on the space provided in the service request.		2 minutes	
8		WMC personnel submits accomplishment report with the service request to the OC.	2 minutes	
9		OC records and forwards accomplished service request to the CSAB for recording, filing purposes and updating of account status.	5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division/Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit and Ms. Monique Aizza Gonzales, Billing Unit, Commercial Division
END OF TRANSACTION			Total Aggregate Time (maximum)	26 minutes

B. FOR DISCONNECTED ACCOUNTS (MORE THAN 6 MONTHS)

DAY	STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	1	Customer proceeds at the Customer Assistance Unit of the Commercial Division and expresses intention of applying for the reopening of account.	Customer Service Assistant B (CSAB) politely entertains customer, checks record in the computer, informs customer of the total amount to be paid, and prepares service request for the inspection of service connection.	5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	2	Customer sketches location of service connection (if there is no sketch on file in the computer but if sketch is available, CSAB will just print the sketch at the back of the service request).	CSAB records service request and endorses it to Office Clerk (OC) of the Distribution Division to facilitate inspection.	5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	3		OC receives endorsed service request and schedules date of inspection with the concerned water management cluster (WMC) team leader.	5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	4		WMC team leader calls customer and sets/confirms appointment for inspection.	5 minutes	Distribution Division
2	5		WMC personnel goes to customer's service connection site, conducts inspection, and estimates materials to be needed, if any (using standard checklist).	10 to 20 minutes	Distribution Division
	5.1		If materials are needed, WMC team leader prepares store requisition slip (SRS), presents to customer estimated cost of materials and advises customer to visit the District on the following day.	5 minutes	Distribution Division
3	6	Customer acknowledges inspection of service connection by writing full name and signing on the space provided in the service request.		1 minute	
	7		WMC team leader submits accomplishment report together with service request (and SRS if materials are needed) to OC.	2 minutes	Distribution Division
	7.1		If SRS was prepared, OC submits it to Distribution Division Manager (DDM) for approval.	2 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	7.2		DDM approves the SRS which will be attached to the service request.	2 minutes	Engr. Benjamin Q. Galvan, Jr., Distribution Division
	8		OC forwards service request and SRS to the CSAB.	2 minutes	Engr. Benjamin Q. Galvan, Jr., Distribution Division
	9		CSAB informs customer thru text message or phone call of the final amount to be paid.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	10	Customer proceeds at the Customer Assistance Unit of the Commercial Division to get assessment of the total amount to be paid.	CSAB checks the customer's account and gives assessment of total amount to be paid.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
3 or 4	10.1	If materials are needed, customer gives payment of materials to CSAB	CSAB accepts payment and issues official receipt (OR).	2 to 5 minutes	Ms. Anilyn L. Rimando, Applications Unit, Commercial Division
	11	Customer acknowledges OR issued by CSAB (if materials are needed) then proceeds to the tellers' booth and gives payment for unpaid bills and reopening fee.	Teller accepts payment, posts payment in the computer and issues official receipt (OR).	2 minutes	Ms. Teresita N. Badua or Ms. Christie Borja, Collection Unit, Commercial Division
	12	Customer goes back to the Customer Assistance Unit for the preparation of the service request for reopening.	CSAB prepares and properly/completely fills up service request for reopening.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	13	Customer sketches location of service connection at the back of service request (if there is no sketch on file in the computer but if sketch is available, CSAB will just print the sketch at the back of the service request).	CSAB records service request and endorses it to the OC of the Distribution Division.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	13.1		If materials are needed, CSAB forwards service request together with SRS to the Administrative Division Manager (ADM) for signature and approval.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	13.2		ADM signs SRS and then forwards it together with the service request to the OC of the Distribution Division.	2 minutes	Ms. Claudine A. Casano, Administrative Division
	14		OC receives service request and coordinates it to water management cluster (WMC) team leader for action (must be done within the day or within 24 hrs).	2 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	14.1		If materials are needed, OC forwards SRS to Property and Supply Officer (PSO) and gives copy of the SRS to the WMC team leader through the pigeon box assigned to the concerned cluster team.	2 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	14.2		PSO prepares materials indicated in the SRS and readies them for release the following day. <i>NOTE: Cut-off time for endorsement of SRS is on or before 12:00 noon of the current day for reopenings scheduled for the following day.</i>	at least 20 minutes	Ms. Everlie Paguia, Purchasing/Supply Unit, Administrative Division
	15		WMC personnel goes to location of customer's service connection and reopens account (for accounts that do not require materials). <i>NOTE: WMC personnel must check that service connection is reopened properly, water is running and there is no leak in the service line.</i>	2 to 5 minutes	Distribution Division
3 or 4 days	15.1		For accounts that require materials, PSO releases materials to the WMC team leader.	5 to 10 minutes	Ms. Everlie Paguia, Purchasing/Supply Unit, Administrative Division
	15.2		WMC team leader acknowledges receipt of the materials for reopening.	5 to 10 minutes	Distribution Division
	15.3		WMC personnel goes to location of customer's service connection and reopens account. <i>NOTE: WMC personnel must check that service connection is reopened properly, water is running and there is no leak in the service line.</i>	at least 30 minutes	Distribution Division
	16	Customer acknowledges reopening of service connection by writing full name and signing on the space provided in the service request.		2 minutes	
17		WMC personnel submits accomplishment report with the service request to the OC.	5 minutes	Distribution Division	
18		OC records and forwards accomplished service request to the CSAB for recording, filing purposes and updating of account status.	5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division/Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit and Ms. Monique Aizza Gonzales, Billing Unit, Commercial Division	
END OF TRANSACTION			Total Aggregate Time (maximum)	2 hours 44 minutes	



PROCEDURES IN THE PAYMENT OF WATER BILLS

Schedule of Availability of Service

<p>1 MSFWD Main Office Quezon Avenue, City of San Fernando 2500 La Union</p> <p>2 MSFWD Bacnotan Bayad Center Nagsimbaanan, Bacnotan 2515 La Union</p> <p>3 MSFWD San Juan Bayad Center Panicsican, San Juan</p>	<p>8:00 AM to 5:00 PM (Monday) 7:30 AM to 5:30 PM (Tuesday to Friday) 8:00 AM to 5:00 PM (Saturday)</p> <p>9:00 AM to 3:00 PM Every due date of bill (once a month)</p> <p>9:00 AM to 3:00 PM Every due date of bill (two consecutive days in a month)</p>	<p>4 Postal Bank Quezon Avenue, City of San Fernando 2500 La Union</p> <p>5 Rural Bank of Bauang, Inc. Central East, Bauang 2501 La Union</p>	<p>9:00 AM to 3:00 PM Monday to Friday</p> <p>9:00 AM to 3:00 PM Monday to Friday</p>
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A. PAYMENT OF CURRENT WATER BILLS (WITHOUT ARREARS)

STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	Customer presents Statement of Account (SOA) to the teller.	Teller accepts SOA, verifies account in the computer and processes payment.	1 minute	Ms. Teresita N. Badua or Ms. Christie Borja
2	Customer gives payment to teller.	Teller accepts payment, posts payment in the computer and issues official receipt (OR).	2 minutes	Ms. Teresita N. Badua or Ms. Christie Borja
3		Teller gives OR and change (if any) to customer.	1 minute	Ms. Teresita N. Badua or Ms. Christie Borja
4	Customer acknowledges receipt of OR and change from teller.		1 minute	
END OF TRANSACTION			Total Aggregate Time (maximum)	5 minutes

B. PAYMENT OF WATER BILLS (WITH ARREARS)

STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	Customer with over due bills/arrears proceeds to the teller for verification of accounts.	Teller checks the customer's record in the computer and informs customer of the total amount due including penalty/ies (2 mins)	2 minutes	Ms. Teresita N. Badua or Ms. Christie Borja Collection Unit, Commercial Division
2	Customer gives payment to the teller.	Teller accepts payment, posts payment in the computer and issues official receipt (OR) (2 mins)	2 minutes	Ms. Teresita N. Badua or Ms. Christie Borja
3		Teller gives OR and change (if any) to customer (1 min)	1 minute	Ms. Teresita N. Badua or Ms. Christie Borja
4	Customer acknowledges receipt of OR and change from teller.		1 minute	
END OF TRANSACTION			Total Aggregate Time (maximum)	6 minutes

NOTE: Only accounts with current water bills (no arrears) can pay at Postal Bank and Rural Bank of Bauang, Inc.



PROCEDURES IN THE HANDLING OF CUSTOMER RELATED CONCERNS

A. ABRUPT INCREASE/DECREASE IN CONSUMPTION B. ZERO CONSUMPTION/SAME READING C. REVERSE READING D. CUSTOMER CLASSIFICATION E. METER CONDITION F. ALLEGED VIOLATION OF P.D. 198

Schedule of Availability of Service: MSFWD Main Office from 8:00 AM TO 5:00 PM (Monday to Friday)

DAY	STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	1	Customer reports concern personally or thru phone.	Customer Service Assistant B (CSAB) prepares and completely fills out service request indicating the nature of complaint or request including sketch or description of location of service connection. (This will be done on all complaints or requests received for the day).	5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	2		CSAB records service requests and endorses them to the Office Clerk (OC) of the Distribution Division for dispatch to the concerned water management cluster team (WMCT).	5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
2	3		OC issues service request to WMC team leader.	2 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	4		WMC team leader receives service request from OC.	2 minutes	Distribution Division
3	5		WMC personnel goes to location of customer's service connection and conducts inspection/check-up.	5 minutes for simple complaints/ requests and at least 20 minutes for complex complaints/ requests	Distribution Division
	5.1		If materials are needed, WMC team leader prepares store requisition slip (SRS), presents to customer estimated cost of materials and advises customer to call or visit the District on the following day.	5 minutes	Distribution Division
	6	Customer acknowledges inspection/check-up of service connection by writing full name and signing on the space provided in the service request.		2 minutes	
	7		WMC team leader submits accomplishment report together with service request containing findings and/or recommendations and SRS (if needed) to the OC.	2 minutes	Distribution Division
	7.1		If SRS was prepared, OC submits it to Distribution Division Manager (DDM) for approval.	2 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
	7.2		DDM approves the SRS which will be attached to the service request.	2 minutes	Engr. Benjamin Q. Galvan, Jr., Distribution Division
	8		OC records/posts the results of the investigation/inspection in the computer and forwards accomplished service request together with SRS (if needed) to the CSAB (This will be done on all accomplished service requests submitted by all of the WMCTs).	2 to 5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
4	9		CSAB submits service requests to the Commercial Division Manager (CDM).	2 minutes	Ms. Romela Flores and Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	10		CDM reviews results of inspections and determines those for adjustment, re-issuance, meter testing/ calibration or replacement of water meter.	5 to 10 minutes	Commercial Division
	11		CSAB sorts reviewed service requests based on comments or instructions given by CDM.	5 to 10 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	11.1		CSAB files service requests for complaints or requests that were accomplished accordingly and no longer need follow-up.	5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	11.2		If result of inspection pertains to account reclassification and violation of PD 198, CDM prepares letters and sends them to concerned customers.	5 to 10 minutes	Commercial Division
	11.3 a		If result of inspection requires bill adjustment, CSAB forwards to the Customer Service Assistant A (CSAA) list of accounts for adjustment together with copies of the service requests to be used as reference.	5 to 10 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	11.3 b		CSAA prepares accounts for bill adjustment, recomputes bills and submits them to the CDM for signature and approval.	5 to 10 minutes	Ms. Winlove G. Borgonia, Customer Accounts Section, Commercial Division
	11.3 c		CDM approves accounts for adjustment and forwards them to the CSAB of the Billing Unit for posting in the system.	5 minutes	Commercial Division
	11.3 d		CSAB of the Billing Unit posts adjustments in the computer.	5 minutes	Ms. Monique Aizza Gonzales, Billing Unit, Commercial Division
	11.3 e		CSAB of the Customer Assistance Unit informs customer through text or phone call on the amount of adjusted bill.	5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	11.4 a		If result of inspection requires follow-up like in cases of replacement of defective meter, relocation, elevation, change tapping, calibration etc. CSAB prepares another service request indicating the specific job to be done.	5 to 10 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	11.4 b		CSAB attaches SRSs to the service requests and forwards them to the Administrative Division Manager (ADM) for signature and approval.	5 to 10 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
	11.4 c		ADM signs SRSs and then forwards them to the OC of the Distribution Division.	5 minutes	Ms. Claudine A. Casano, Administrative Division
	11.4 d		OC receives service requests and SRSs and coordinates them to water management cluster (WMC) team leader for action.	5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division
11.4 e		OC forwards SRS to Property and Supply Officer (PSO) and gives copy of the SRS to the WMC team leader through the pigeon box assigned to the concerned cluster team.	5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division	
11.4 f		PSO prepares materials indicated in the SRS and readies them for release the following day. <i>NOTE: Cut-off time for endorsement of SRS is on or before 12:00 noon of the current day for service requests scheduled for accomplishment the following day.</i>	at least 20 minutes	Ms. Everlie Paguia, Purchasing/Supply Unit, Administrative Division	
4	12		PSO releases materials to the WMC team leader.	5 to 10 minutes	Ms. Everlie Paguia, Purchasing/Supply Unit, Administrative Division
	13		WMC team leader acknowledges receipt of the materials for service connection .	5 to 10 minutes	Distribution Division
	14		WMC personnel goes to the location of customer's service address, an accomplishes work needed to be done. <i>NOTE: WMC personnel must check that work done is according to set standards, water is running and there is no leak in the service line.</i>	at least 30 minutes	Distribution Division
4 to 7 days	15	Customer acknowledges accomplishment of request by writing full name and signing on the space provided in the service request.			
	16		WMC team leader submits accomplishment report to OC together with the service request.	2 minutes	Distribution Division
	17		OC records and forwards accomplished service request to the CSAB for recording, filing purposes and updating of necessary data (e.g. Meter number).	2 to 5 minutes	Mr. Gerard Emerson L. Apusen, Distribution Division/Commercial Division
END OF TRANSACTION				Total Aggregate Time (maximum)	3 hours 56 minutes



PROTOCOLS IN HANDLING COMPLAINTS (FOR PHONE-IN CUSTOMERS)

Schedule of Availability of Service: MSFWD Main Office from 8:00 AM TO 5:00 PM (Monday to Friday)

STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	Customer calls the MSFWD Office through the trunklines (700-3550 to 53).	The Customer Service Assistance B (CSAB) politely answers the phone on the first ring (the latest allowable time to answer the phone should be on the third ring. Make sure that a walk-in customer is not being attended to when phone is answered).	less than a minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
2		CSAB gives identification and greets caller politely. CSAB says, "Thank you for calling Metro San Fernando Water District (or MSFWD), good morning/afternoon! This is (name), how may I help you?"	less than a minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
3	Customer tells the CSAB about his/her request or complaint.	CSAB listens to the customer while he/she talks about his/her request or complaint. While the customer is talking, the CSAB makes it a point that he/she does the following: a. Listen intently to what the customer is saying; b. Avoid making unnecessary remarks especially when dealing with an angry customer; c. Give full attention to what the customer is saying; d. Avoid interrupting the customer when he/she is talking. Talk after the customer has made his/her statement; e. Speak in a dialect, vernacular or language best understood by the customer. If the customer is an Ilocano, use the local dialect, Iloko. If the customer is a Filipino but cannot understand Iloko, use the national language, Filipino or Tagalog. If the customer is a foreigner, use the international language, English; f. Speak clearly and in a well-modulated voice. If the customer has hearing problems, speak loudly but not in a way wherein the customer will be offended.	at least 5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
4		CSAB prepares Service Memo (SM) and writes all the important details like the following: a. Account number; b. Account name; c. Service address; d. Meter number; e. last reading; f. Nature of complaint or request; g. Contact details of the customer (mobile and/or landline); h. detailed description of location of service connection (if sketch is available in the computer, print location sketch at the back of the SM. If customer cannot give specific description of location of service connection, ask assistance from somebody in the office who is familiar with service address e.g. water system monitoring unit).	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
5		CSAB informs customer that SM will be endorsed to the concerned division after it will be recorded in the system.	at least 2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
6	Customer tells the CSAB that he/she will monitor the progress of his/her request or complaint.	CSAB assures the customer that complaint or request will be attended within the allowable time frame as indicated in the Citizen's Charter.	1 minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
7		CSAB requests or instructs the customer to make a follow-up call in case request or complaint is not attended within the expected time frame. If this happens, CSAB makes necessary follow-up to the concerned division for the immediate accomplishment of the customer's request or complaint.	1 minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
8		CSAB thanks the customer and wishes him/her well before ending the conversation (say, "Thank you, Sir/Maam. Have a nice day!") . CSAB waits for customer to hang-up phone before putting down the receiver.	less than a minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
9		CSAB records the SM in the computer and endorses it to the Office Clerk of the Distribution and Network Management Division for coordination to the Water Management Cluster team	1 minute	Customer Assistance Unit, Commercial Division and Distribution and Network Management Division
10		If customer's request or complaint cannot be attended by the WMCT within the allowable time frame indicated in the Citizen's Charter due to important matters that were given priority like repair of major breakdowns, team leader relays the matter to the CSAB and CSAB contacts customer through phone and informs about the delay but gives assurance that request or complaint will be attended as soon as cause of delay is resolved.	5 to 10 minutes	WMCT team leader, Distribution and Network Management Division and Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
11		If customer's request or complaint was already attended by the WMCT, team leader returns accomplished service memo to CSAB.		WMCT team leader, Distribution and Network Management Division
12		CSAB makes a follow-up call to customer and confirms if request or complaint was attended properly by the WMCT. If customer acknowledges that request or complaint was attended according to his/her satisfaction, CSAB thanks the customer, wishes him/her a good day and reminds customer politely to call the District should there be problems with his/her service connection in the future.		Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
13		CSAB makes a follow-up call to customer and confirms if request or complaint was attended properly by the WMCT. If customer says that request or complaint was not attended according to his/her satisfaction, CSAB prepares another service memo and repeats Steps 4, 5, 6, 8, 9 (if necessary), 10 and 11.		Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
END OF TRANSACTION			Total Aggregate Time (maximum)	25 minutes



PROCEDURES IN THE AVAILMENT OF WATER DELIVERY

Schedule of Availability of Service: MSFWD Main Office from 8:00 AM TO 5:00 PM (Monday to Friday)

STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	Customer proceeds at the Customer Assistance Unit of the Commercial Division and expresses intention for the availment of water delivery service.	Customer Service Assistant B (CSAB) politely entertains customer and prepares service request for water delivery indicating all necessary information including sketch of location.	5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
2	Customer pays water delivery charge.	CSAB accepts payments, issues official receipt (OR) and gives OR and change (if any) to customer.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
3	Customer acknowledges receipt of OR and change (if any) from CSAB		1 minute	
4		CSAB schedules date of water delivery.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
5		CSAB endorses service request for water delivery to auto mechanic/truck driver.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
6		Auto mechanic/truck driver acknowledges receipt of service request.	2 minutes	Mr. Oliver Estocapio, Administrative Division
7		Auto mechanic/truck driver goes to designated drawing point and fills water tank.	at least 15 minutes	Mr. Oliver Estocapio, Administrative Division
8		Auto mechanic/truck driver goes to the location of customer's service address and delivers volume of water requested.	at least 30 minutes	Mr. Oliver Estocapio, Administrative Division
9	Customer acknowledges water delivered by writing and signing on the space provided in the service request	Auto mechanic/truck driver submits accomplished service request to CSAB.	2 minutes	Mr. Oliver Estocapio, Administrative Division
10		CSAB records accomplished water delivery and files service request.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
END OF TRANSACTION		Total Aggregate Time (maximum)	1 hour 3 minutes	

NOTE: Water delivery service is on a FIRST COME, FIRST SERVE BASIS. It may also be availed of over the phone and Steps 1, 4 to 10 will be followed. The delivery fee will be charged to the customer's account after the volume of water requested has been delivered and acknowledged.



PROCEDURES IN THE DISSEMINATION OF CUSTOMER BULLETINS

Schedule of Availability of Service: 1 MSFWD Main Office from 8:00 AM TO 5:00 PM (Monday to Friday) 2 MSFWD Website (www.ms fwd.gov.ph) 3 MSFWD Facebook page

STEP	CUSTOMER ACTIVITY	DISTRICT ACTIVITY	STANDARD TIME	UNIT OR DIVISION CONCERNED
1		The concerned division manager (either from the Distribution Division or Production Division) relays to the Commercial Division Manager (CDM) about the complete and specific details of a scheduled preventive maintenance, emergency repair or major breakdown. <i>NOTE: Scheduled preventive maintenance/repairs must be relayed not later than two (2) days before the scheduled date. Emergency repairs and major breakdowns must be relayed as soon as details are confirmed and complete.</i>	5 to 10 minutes	Division Managers of Distribution Division or Production Division and Commercial Division
2		CDM briefs personnel assigned at the Customer Assistance Unit about the scheduled preventive maintenance, emergency repair or major breakdown.	5 to 10 minutes	Commercial Division
3		CDM prepares customer bulletin. <i>NOTE: Customer bulletins must be numbered chronologically (e.g. Customer Bulletin No. 1, 2, etc.)</i>	5 minutes	Commercial Division
4		CDM sends customer bulletin through email to radio stations, provincial/city/municipal governments, big commercial accounts, residential customers, MSFWD Board of Directors including the Minutes and Agenda Officer, General Manager, Head of the Internal Control Office, Executive Assistant, Senior Management Team and the MIS Officer.	up to 20 minutes	Commercial Division
5	Radio stations, provincial/city/municipal government, big commercial accounts, residential customers acknowledge receipt of customer bulletin.		1 to 5 minutes	
6		CDM instructs MIS Officer to post bulletin in the MSFWD website and Facebook page.	1 minute	Commercial Division
7		MIS Officer posts bulletin on the MSFWD website and facebook page.	2 minutes	Mr. Valdimir A. Vega, Administrative Division
8		CDM prints a copy of the customer bulletin and acknowledgement sheet and gives them to the Customer Service Assistant B (CSAB) for reproduction and dissemination.	2 minutes	Commercial Division
9		CSAB reproduces customer bulletin.	5 to 10 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
10		CSAB gives copy of bulletin to the teller and security guard.	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
11		Security Guard and teller post bulletin in visible areas where paying customer can easily see the bulletin.	2 minutes	Security Guard/Ms. Teresita N. Badua or Ms. Christie Borja, Collection Unit, Commercial Division
12		Customer Service Assistant A (CSAA) contacts Water System Monitoring Team (WSMT) members and instructs them to report to the CSAB once field work is done.	5 to 10 minutes	Ms. Winlove Borgonia, Customer Accounts Section, Commercial Division
13		WSMT members report to the CSAB.	5 to 10 minutes	Mr. Camilo Gurtiza, Mr. Crisaldo Ramos, Mr. Rechard Boadilla and Mr. Zaldy Gagarin, Water System Monitoring Unit, Commercial Division
14		CSAB releases reproduced customer bulletins and acknowledgements sheets to WSMT members and instructs them to disseminate bulletin to other big commercial accounts (without email accounts), barangay halls, and subdivision/village homeowners association.	5 to 10 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
15		WSMT members distributes customer bulletin. <i>NOTE: All bulletin must be distributed/disseminated within the same day it was released.</i>	1 to 2 hours	Mr. Camilo Gurtiza, Mr. Crisaldo Ramos, Mr. Rechard Boadilla and Mr. Zaldy Gagarin, Water System Monitoring Unit, Commercial Division
16	Customer, barangay official, homeowners' association officer or security guard acknowledges receipt of customer bulletin and signs on the acknowledgement sheet.		1 to 2 minutes	
17		WSMT members submit acknowledgement sheet to the CDM	1 to 2 minutes	Mr. Camilo Gurtiza, Mr. Crisaldo Ramos, Mr. Rechard Boadilla and Mr. Zaldy Gagarin, Water System Monitoring Unit/ Commercial Division
18		CDM files acknowledgement sheet for future reference.	1 to 2 minutes	Commercial Division
END OF TRANSACTION		Total Aggregate Time (maximum)	3 hours 45 minutes	



PROTOCOLS IN HANDLING COMPLAINTS (FOR WALK-IN CUSTOMERS)

Schedule of Availability of Service: MSFWD Main Office from 8:00 AM TO 5:00 PM (Monday to Friday)

STEP	CUSTOMER ACTIVITY	MSFWD ACTIVITY	STANDARD TIME	DIVISION/SECTION/UNIT CONCERNED
1	Customer visits the MSFWD Office and proceeds at the Customer Assistance Unit of the Commercial Division.	The Customer Service Assistance B (CSAB) politely greets the customer with a "Good morning!" or "Good afternoon!" and offers him/her a seat.	1 minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
2		CSAB introduces himself/herself and asks the customer what is it that he/she can do for him/her.	1 minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
3	Customer tells the CSAB about his/her request or complaint.	CSAB listens to the customer while he/she talks about his/her request or complaint. While the customer is talking, the CSAB makes it a point that he/she does the following: a. Maintain eye contact and a good disposition; b. Avoid making unnecessary remarks, gestures or mannerisms (especially when dealing with an angry customer); c. Give full attention to what the customer is saying; d. Avoid interrupting the customer when he/she is talking. Talk after the customer has made his/her statement; e. Speak in a dialect, vernacular or language best understood by the customer. If the customer is an Ilocano, use the local dialect, Iloko. If the customer is a Filipino but cannot understand Iloko, use the national language, Filipino or Tagalog. If the customer is a foreigner, use the international language, English; f. Speak clearly and in a well-modulated voice. If the customer has hearing problems, speak loudly but not in a way wherein the customer will be offended.	at least 5 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
4		CSAB prepares Service Memo (SM) and writes all the important details like the following: a. Account number; b. Account name; c. Service address; d. Meter number; e. last reading; f. Nature of complaint or request; g. Contact details of the customer (mobile and/or landline).	2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
5	Customer sketches location of service connection (if there is no sketch on file in the computer but if sketch is available, CSAB will just print the sketch at the back of the service request).	CSAB informs customer that SM will be endorsed to the concerned division after it will be recorded in the system.	at least 2 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
6	Customer tells the CSAB that he/she will monitor the progress of his/her request or complaint.	CSAB assures the customer that complaint or request will be attended within the allowable time frame as indicated in the Citizen's Charter.	1 minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
7		CSAB thanks the customer and wishes him/her well before he/she leaves the office (say, "Thank you, Sir/Maam. Have a nice day!") .	less than a minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
8		CSAB records the SM in the computer and endorses it to the Office Clerk of the Distribution and Network Management Division for coordinaton to the Water Management Cluster team.	1 minute	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division and Mr. Gerard Emerson Apusden, Distribution and Network Management Division
9		If customer's request or complaint cannot be attended by the WMCT within the allowable time frame indicated in the Citizen's Charter due to important matters that were given priority like repair of major breakdowns, team leader relays the matter to the CSAB and CSAB contacts customer through phone and informs about the delay but gives assurance that request or complaint will be attended as soon as cause of delay is resolved.	5 to 10 minutes	Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division and Mr. Gerard Emerson Apusden, Distribution and Network Management Division
10		If customer's request or complaint was already attended by the WMCT, team leader returns accomplished service memo to CSAB.		WMCT team leader, Distribution and Network Management Division
11		CSAB makes a follow-up call to customer and confirms if request or complaint was attended properly by the WMCT. If customer acknowledges that request or complaint was attended according to his/her satisfaction, CSAB thanks the customer, wishes him/her a good day and reminds customer politely to call the District should there be problems with his/her service connection in the future.		Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
12		CSAB makes a follow-up call to customer and confirms if request or complaint was attended properly by the WMCT. If customer says that request or complaint was not attended according to his/her satisfaction, CSAB prepares another service memo and repeats Steps 4, 5, 6, 8, 9 (if necessary), 10 and 11.		Ms. Romela Flores or Ms. Michelle Norte, Customer Assistance Unit, Commercial Division
END OF TRANSACTION		Total Aggregate Time (maximum)	24 minutes	