

TYPE OF FRONTLINE SERVICES:		MAINTENANCE OF MAIN AND DISTRIBUTION LINES				
Schedule of Activity of Service:		Monday to Sunday - 8:00 am to 5:00 pm without noon break Saturday, Sunday & Holidays - on call Tacurong - (064) 200 - 3353 Isulan - (064) 201 - 3159				
Who May Avail of the Services:		SKWD Concessionaires, Water Consumers, Concern Citizens				
What are the Requirements:		none				
Duration:		2 days				
Step	Customer	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Form
1	Reports of main and distribution leakages	Prepares Maintenance Order	5 mins.	NRW Team	none	Maintenance order
2	Wait for actual inspection	Undertakes actual inspection and repair	minor repair - 4 hrs to 1 day major repair - 2 days	NRW Team	none	Maintenance order
3	Verifies result of inspection	Discusses and recommends action based on the inspection result.	30 mins.	NRW Team	none	Inspection Report
END OF TRANSACTION						