

TYPE OF FRONTLINE SERVICES: RECEIVING OF COMPLAINTS FOR:
 A. HIGH CONSUMPTION
 B. BILLING RELATED PROBLEMS

Walk-in
 Schedule of Activity of Service: Monday to Sunday
 8:00 am to 5:00 pm without noon break
 Who May Avail of the Services: SKWD Concessionaires
 What are the Requirements: Water Bill
 Duration: 2 days

Step	Customer	Service Provider	Duration of Activity (Under Normal Circumstances)	Person Incharge	Fees	Form
1	Presents the water bill in complaints	Generates Customer Ledger Card and prepares ServiceRequest	10 mins.	Customer Service Assistant	none	Service Request
2	Wait for actual inspection	Undertakes inspection and recalibration of water meter.	1 day	Service Connection Inspector	none	Service Request
3	Verifies result of inspection	Discusses and recommends action based on the inspection result.	30 mins.	Service Connection Inspector	none	Inspection Report

END OF TRANSACTION