



# **CITIZEN'S CHARTER**

**PULUPANDAN WATER  
DISTRICT**

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## **FOREWORD**

The Pulupandan Water District Organization is  
guided on

the principle that “ What is good of Pulupandan  
Water

District must be good for the community, and what  
is good

for the community must also be good for  
Pulupandan

water District”.



## **VISION**

The Pulupandan Water District itself to be the premier water utility in the province, committed to provide safe and potable, adequate and affordable water supply through an honest and efficient service.

## **MISSION**

To promote better quality of life by providing adequate, safe and potable water in the community. To properly develop and manage water sources and resources and help in the preservation of the environment.



## **PERFORMANCE PLEDGE**

We, the officers and employees fo Pulpandan Water District, pledge and commit to deliver quality public services as stated in this Citizen’s Charter, specifically, we will:

- Demonstrate sensitivity and appropriate behavior and professionalism;
- Respond to complaints promptly;
- Be available at all times;
- Be polite and courteous;
- Provide adequate and correct information;
- Be consistent in applying the rules;
- Provide feedback mechanism;
- Wear proper uniforms and identification cards;
- Be prompt and timely;
- Display procedures, fees and charges;
- Provide comfortable concessionaires lounge;



## **FEEDBACK AND REDRESS** **MECHANISM**

For inquiries, recommendation, suggestion and complaints, please feel free to do the following:

Text the General Manager at 09335860825

E-mail at [pulupandanWD@yahoo.com.ph](mailto:pulupandanWD@yahoo.com.ph)

Fill out the Customer Feedback form at the Public Assistance and Complainants desk and send it to the following address: The General Manager, Pulupandan Water District, Pulupandan, Negros Occidental.

We are here to serve you better....



## LIST OF FRONTLINE SERVICES

### COMMERCIAL DIVISION

Type of Frontline Services	Fees	Processing Time	Person Responsible
Application:			
New Connection	2,400.00	2 days	Lianie Paclibar
Re-opening	500.00	1 day	Lianie Paclibar
Transfer of Connection	100.00	1 day	Lianie Paclibar
Transfer of ownership	100.00	30 minutes	Lianie Paclibar
Collection:			
Waterbills	Based on consumption	3 minutes	Amalyn Acerada
Materials		4 minutes	Amalyn Acerada
Application Fee		2 minutes	Amalyn Acerada
Re-opening Fee		2 minutes	Amalyn Acerada
Transfer of connection & Ownership		2 minutes	Amalyn Acerada
Complaints on:			
Service Connection Leakage-before meter		5 minutes	Lianie Paclibar
Malfunction meter			Lianie Paclibar
No water & Big Consumption		5 minutes	Lianie Paclibar



## COMMERCIAL DIVISION

### A) Application of new connection

Schedule of availability of service: Monday to Friday, 8:00am-5:00pm

- Who may avail of the service: All individuals living the area of Pulpandan Water District
- What are the requirements?
  1. Latest 2 x 2 picture – one copy
  2. One valid I.D. – photo copy
- Duration: 2 hour & 30 min. (2 days from date of application)
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Fill up service application form for inspection	Inspector will determine materials needed	45 min. (1 <sup>st</sup> day)	Inspector		Service application forms
2	With list of materials and the requirements needed proceed to office to pay application fee	Require applicants to pay and fill up contract of water service, explain the contents of the contract	30 min. (1 <sup>st</sup> day)	Lianie Paclibar & Amalyn Acerada	2,400.00	Contract of water service, OR
3	Install the in-house materials and inform the office if everything is ready	Inspect the in-house materials if ready	15 min. (2 <sup>nd</sup> day)	Inspector	-	-
4	Receive a copy of the contract of water service after signing memorandum receipt with list of materials installed by the plumbers	Install water meter	1 hr. (2 <sup>nd</sup> day)	Plumbers		Contract of water service

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
		Total Duration	2 hr & 30 min-2 days			

### End of transaction

## COMMERCIAL DIVISION

### B)Application for re-opening of water services

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: In-Active consumers of Pulupandan Water District
- Duration: 1hr. & 30 minutes
- How to avail of the service

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Fill up service application for inspection of materials needed	Inspector will determine materials needed if meter has been pulled out	45 min.	Soprino Quijano	-	Service application form
2	With list of materials, proceed to office and pay the re-opening fee	Require the applicants to pay and fill up the service application and construction order	15 min.	Lianie Paclibar & Amalyn Acerada	500.00	Service application and construction order

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
3	Receive a copy of service application and construction order and a copy of memorandum receipt from the plumber after the meter was installed	Re-install water meter	30 min.	Plumber		Service Application and construction order & memorandum receipt.
		Total Duration	1 hr. & 30 min.			

**End of transaction**

## COMMERCIAL DIVISION

### C)Application for transfer of location of water meter

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Active consumers requesting for transfer of water meter to another location
- Duration: 1hr. & 30 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Fill up service application for inspection of materials needed	Inspector will determine materials needed for the transfer of meter	45 min.	Soprino Quijano	-	Service application forms
2	With list of materials, proceed to office and pay the transfer of water meter. Applicants will provide materials needed for transfer	Require applicants to pay and fill up service application and construction order	15 min.	Plumber	100.00	Service application and construction order
3	Acknowledge the transfer of water meter by signing the memo receipt	Re-install water meter	30 min.	Plumber		Service application, construction order & memo receipt
End of the transaction			1 hr. & 30 min.			

## COMMERCIAL DIVISION

D)Application for transfer of ownership of water meter

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Active consumers requesting for transfer of ownership
- What are the requirements:
  1. Waiver of ownership----from old consumer
  2. 2 x 2 picture ----- 1 copy
  3. One valid I.D.----- photo copy
- Duration: 30 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Inquire from customer service clerk the requirements for transfer	Provide customer the list of requirements	10 min.	Lianie Paclibar		
2	Submit the requirements needed fill up contract of water service application and construction order and memo receipt	Secure signature of the new owner for contract of water service, service application & construction order & memo receipt	20 min.	Lianie Paclibar & Amayln Acerada	100.00	Contract of water service application, construction memo receipt & waiver from old user
		Total	30 min.			

**End of Transaction**

## COMMERCIAL DIVISION

### E)Collection of water bills

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Consumers of Pulupandan Water District
- What are the requirements: WATER BILL
- Duration: 3 MINUTES
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Present water bill to Bill Collector	Receives from customer water bill and issue collectors official receipt	3 min.	Amalyn Acerada	As consumed	Water Bill & collectors Official receipt

**End of the transaction**

## COMMERCIAL DIVISION

### F) Payments of materials

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Consumers of Pulupandan Water District
- Duration: 4 MINUTES
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Present list of materials	Issue OR	2 min.	Amalyn Acerada	As needed	OR
2	Present OR to Storekeeper of issuance of materials	Issue materials as needed	2 min.	Nilo Mellizo Storekeeper		
		Total Duration	4 min.			

**End of transaction**

## COMMERCIAL DIVISION

### G) Payments for application fee

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Those who applied for water connection
- Duration: 2 MINUTES
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Present the list of amount to be paid to the cashier	Issue official receipt	1 min.	Amalyn Acerada Cashier	2,400.00	
2	Present official receipt to Customer Service Clerk	Receives official receipt from applicant and post OR & construction order	1 min.	Lianie Paclibar		
		Total Duration	2 min.			

**End of the transaction**



## COMMERCIAL DIVISION

H) Payments for re-opening fee and transfer fee

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Those consumers who applied for Re-opening transfer of connection and ownership
- Duration: 2 MINUTES
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Present list of transaction to be paid to the cashier	Issue Official receipt	1 min. each	Amalyn Acerada		
2	Present Official receipt to Customer Service Clerk for record	Record official receipt paid to Service application & construction order for record	1 min.	Lianine Paclibar		
		Total Duration	2 min.			

**End of the transaction**

I) Complaints on service connection-before meter

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm

## COMMERCIAL DIVISION

- Who may avail of the service: Active consumers requesting for transfer of ownership.
- Duration: 5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Inform Customer service clerk of the location of the leakage	Interview customer of the location of leakage then prepare job order	5 min.	Lianie Paclibar		
		Total Duration	5 min.			

**End of the transaction**

J)Complaints on malfunction meter

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Active consumers with malfunction meter
- Duration: 5 minutes

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Inform office of the malfunction meter	Prepare job order	5 min.	Lianie Paclibar		
		Total Duration	5 min.			

**End of the transaction**

## COMMERCIAL DIVISION

K)Complaints on no water & big consumption

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: Active consumers
- Duration: 5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Inform Customer service clerk of no water time	Interview customer & prepare job order	5 min.	Lianie Paclibar		
		Total Duration	5 min.			

**End of transaction**



## LIST OF FRONLINE SERVICES

### MAINTENANCE/PRODUCTION DIVISION

Type of Frontline Services	Fees	Processing Time	Person/Office Responsible
Respond to Leakages Report:			
Within 2km radius		1 hr	Plumber
Within 5km radius		2 hr.	Plumber
Beyond 5km radius		4 hr.	Plumber
Repair Major Leakages (site)			
Under the concrete pavement			
-National highway		3 days	Plumber
-Barangay road		2 days	Plumber
-Foot walk		1 day	Plumber
Under earth pavement		3 hr.	Plumber
Repair Minor Leakages(site)			
Service connection		30 min.	Plumber
Water meter fittings		20 min.	Plumber
Installation (on job site)			
New Connection		40 min.	Plumber
Reconnection		40 min.	Plumber
Re-opening (sealed)		1 min.	Plumber
Transfer of Connection		50 min.	Plumber
Technical		1 day	Plumber

## MAINTENANCE DIVISION

A) Respond to leakages w/ in 2 km. radius

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- Duration: 1 hr.
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Dispatch or call available plumber and give instructions what to do	2 min.	Foreman/Division Head		
3		Request materials to use	10 min.	Plumber		Request form
4		Travel to site	47 min.	Plumber		
5		See repair on different type of leakages				
		Total Duration	1 hour	Excluding the repair		

**End of Transaction**

## MAINTENANCE DIVISION

B)Respond to leakages reported w/ in 5 km. radius

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- Duration: 2 hours
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Dispatch or call available plumber and give instructions what to do	2 min.	Foreman/Division Head		
3		Request materials to use	10 min.	Plumber		Request form
4		Travel to site	1 hr. & 47 min.	Plumber		
5		See repair on different type of leakages				
		Total Duration	2 hour	Excluding the repair		

**End of Transaction**

## MAINTENANCE DIVISION

C) Respond to leakages reported beyond 5km radius

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- Duration: 4 Hour
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Dispatch or call available plumber and give instructions what to do	2 min.	Foreman/Division Head		
3		Request materials to use	10 min.	Plumber		Request form
4		Travel to site	3 hour & 47 min.	Plumber		
5		See repair on different type of leakages				
		Total Duration	4 hour	Excluding the repair		

**End of Transaction**

## MAINTAINANCE DIVISION

D)Respond to leakages under national highway concrete road

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- Duration: 3 days & 16.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Sign & encode the job order	2 min.	Commercial Division		
3		Forward the Job order from commercial to production division	0.5 min.	Commercial personnel		
4		Dispatch & assign plumber	3 min..	Foreman/Division Head		
5		Request materials to use	10 min.	Plumber		Request form
6		Travel				
7		On Job site	3 days	Plumber		
		Total Duration	3 days & 16.5 min			

**End of Transaction**



## MAINTENANCE DIVISION

E)Respond to leakages under concrete Barangay road

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- Duration: 2 days & 16.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Sign & encode the job order	2 min.	Commercial Division		
3		Forward the Job order from commercial to production division	0.5 min.	Commercial personnel		
4		Dispatch & assign plumber	3 min..	Foreman/Division Head		
5		Request materials to use	10 min.	Plumber		Request form
6		Travel				
7		On Job site	2 days	Plumber		
		Total Duration	2 days & 16.5 min			

**End of Transaction**

## MAINTAINANCE DIVISION

F)Repair major leakage under concrete foot walk

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: Job Order
- Duration: 1 day & 16.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Sign & encode the job order	2 min.	Commercial Division		
3		Forward the Job order from commercial to production division	0.5 min.	Commercial personnel		
4		Dispatch & assign plumber	3 min..	Foreman/Division Head		
5		Request materials to use	10 min.	Plumber		Request form
6		Travel				
7		On Job site	1 day	Plumber		
		Total Duration	1 day & 16.5 min			

**End of Transaction**

## MAINTAINANCE DIVISION

G)Repair major leakage under earth pavement

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: Job Order
- Duration: 3 hours
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Sign & encode the job order	2 min.	Commercial Division		
3		Forward the Job order from commercial to production division	0.5 min.	Commercial personnel		
4		Dispatch & assign plumber	3 min..	Foreman/Division Head		
5		Request materials to use	10 min.	Plumber		Request form
6		Travel				
7		On Job site	2 hr. & 43.5 min	Plumber		
		Total Duration	3 hours			

**End of Transaction**

## MAINTAINANCE DIVISION

H)Repair minor leakage (service connection)

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: Job Order
- Duration: 46.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Sign & encode the job order	2 min.	Commercial Division		
3		Forward the Job order from commercial to production division	0.5 min.	Commercial personnel		
4		Dispatch & assign plumber	3 min..	Foreman/Division Head		
5		Request materials to use	10 min.	Plumber		Request form
6		Travel				
7		On Job site	30 min.	Plumber		
		Total Duration	46.5 min.			

**End of Transaction**

## MAINTAINANCE DIVISION

### I)Repair minor leakage (water meter fittings)

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: Job Order
- Duration: 36.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Report to hotline thru text or at customer service assistance	Process job order	1 min.	Customer Service Assistant		Job Order
2		Sign & encode the job order	2 min.	Commercial Division		
3		Forward the Job order from commercial to production division	0.5 min.	Commercial personnel		
4		Dispatch & assign plumber	3 min..	Foreman/Division Head		
5		Request materials to use	10 min.	Plumber		Request form
6		Travel				
7		On Job site	20 min.	Plumber		
		Total Duration	36.5 min.			

**End of Transaction**

## **MAINTAINANCE DIVISION**

### J)Installation of new connection

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: refer to Commercial Division
- Duration: 53.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1		Forward job order from commercial production division	5 min.	Commercial personnel		
2		Dispatch and assign Plumber	3 min.	Foreman/Division Head		
3		Request materials to use	10 min.	Plumber		Request form
4		Travel				
5		On job site	40 min.	Plumber		
		Total Duration	53.5 min.			

**End of Transaction**

## MAINTENANCE DIVISION

### K)Installation of reconnection

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: refer to Commercial Division
- Duration: 53.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1		Forward job order from commercial production division	0.5 min.	Commercial personnel		
2		Dispatch and assign Plumber	3 min.	Foreman/Division Head		
3		Request materials to use	10 min.	Plumber		Request form
4		Travel				
5		On job site	40 min.	Plumber		
		Total Duration	53.5 min.			

**End of Transaction**

## MAINTAINANCE DIVISION

### L)Installation of re-opening

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: refer to Commercial Division
- Duration: 14.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1		Forward job order from commercial production division	0.5 min.	Commercial personnel		
2		Dispatch and assign Plumber	3 min.	Foreman/Division Head		
3		Request materials to use	10 min.	Plumber		Request form
4		Travel				
5		On job site	1 min.	Plumber		
		Total Duration	14.5 min			

**End of Transaction**



## MAINTAINANCE DIVISION

### M)Installation of transfer of connection

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulupandan Water District
- What are the requirements: refer to Commercial Division
- Duration: 63.5 minutes
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1		Forward job order from commercial production division	0.5 min.	Commercial personnel		
2		Dispatch and assign Plumber	3 min.	Foreman/Division Head		
3		Request materials to use	10 min.	Plumber		Request form
4		Travel				
5		On job site	50 min.	Plumber		
		Total Duration	63.5 min			

**End of Transaction**

## MAINTAINANCE DIVISION

### N)Technical Assistance

- Schedule of availability of service: Monday to Friday, 8:00am-5:00pm
- Who may avail of the service: All concessionaires of Pulpandan Water District
- What are the requirements: request letter for Technical Assistance, for expansion, rehab and all related to pipeline
- Duration: 1 day
- How to avail of the service:

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1	Hand in request letter	Process travel order if applicable visit the site, conduct inspection, come up the result	1 day	Foreman/Division Head	-	-

**End of Transaction**



## **LIST OF FRONLINE SERVICES**

### **ADMINISTRATIVE DIVISION**

Type of Frontline Services	Fees	Processing Time	Responsible Person/Office
Informal Complaints:			
Text		1 minute	Amador Geroy
Phone Call		1 minute	Amador Geroy
E-mails		3 days	Amador Geroy