



# METRO COTABATO WATER DISTRICT

## HANDLING AFTER – SALES SERVICES PROCEDURE

<b>Type of Document:</b>	QUALITY MANAGEMENT SYSTEM PROCEDURE			
<b>Document No.</b>	MCWD-QP-CSD-003	<b>Rev. no.</b>	∅	Page 1 of 20

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
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<b>Prepared by:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>
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## 1.0 OBJECTIVE

This procedure describes the process of all after – sales services that a customer can avail once they have existing water service connection.

## 2.0 SCOPE

This procedure covers all the complaints and service request i.e. check-up of service connection (no water, low pressure, clogging and dirty water), repair and/or replacement of appurtenances (straight meter valves, union patente check valves), repair/replacement of leaking meter stand, leak near meter stand, stolen & change of water meter, leaks reported by fieldmen (meter readers, investigators, plumbers), change of ownership of connection, investigation, meter test, extension of statement of account’s due date, request for a copy of water bills, voluntary disconnection, application for senior citizen’s discount, work order i.e. transfer tapping, meter relocation and meter elevation, request for refund of guaranty deposit and reconciliation of customers guaranty deposit.

## 3.0 DEFINITION OF TERMS

- 3.1 Service Request – is a job order form used for check-up service connection, repair and/or replacement of appurtenances, repair/replacement of meter stand, leaks near meter stand, leaking meter stand, stolen and change of water meter, leaks reported by fieldmen (meter readers, investigators, plumbers), disconnection of service connection at stub-out and underground disconnection
- 3.2 Work Order – an order issued either by Commercial or Maintenance Division to serve as control number or any services to be done in the field. This is also a proof of issuing water meter by the Property Section.
- 3.3 AIS (Applicant’s Information Sheet) – is a start of document for request of transfer tapping, meter relocation and elevation issued by CSA B (frontline) to Surveyor (Engineering Assistant) where information about the applicant, location, assigned account number, plans, details of the connection, cost estimates and bill of materials is written.
- 3.4 MCO (Maintenance & Construction Order) – an order to install or reopen the water service connection indicating the nature of work, date done, name of assigned plumber and signature of concessionaires as proof that the work were done completely.
- 3.5 SAC (Service Application Contract) – is an application form that contains basic information about the applicant for service connections, like name, address, category, name of spouse, application status, breakdown of payment and official receipt, etc.
- 3.6 Service Connection Contract – it is a voluntary arrangement between MCWD and the applicant that is enforceable by law and as a legal binding agreement. It contains the provision of service application contract notifying the customer to abide with the rules and regulations pertaining with water service connection.
- 3.7 Service Connection Card – serve as control/history record card of a guaranty deposit paid by concessionaire during application of service line and also history of ownership of the connection. It also serves as history of record of illegal connection and other information regarding the service connection.
- 3.8 Promissory Note – refers to an agreement between the MCWD and the customer indicating the settlement of the latter’s bill through a given payment method (monthly installment, one-time payment, etc.)
- 3.10 LOM (List of Materials) – appurtenances/materials to be billed to customer and withdrawn at Property Section.
- 3.11 Senior Citizen Application Form – is a form to be filled-up by a Senior Citizen concessioner who is applying to avail discount to be renewed annually.
- 3.12 Disconnection Order – an order use by Disconnection Unit Head (PRO) issued to CSA B

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(disconnection plumbers) for request of voluntary and delinquent disconnection.

## 4.0 REFERENCE DOCUMENTS

- 4.1 MCWD Citizen’s Charter
- 4.2 Board Resolution No. 001.06
- 4.3 Board Resolution No. 069-85
- 4.4 Board Resolution No. 012-78
- 4.5 Board Resolution No. 021-92
- 4.6 Board Resolution No. 008-98
- 4.7 R.A. 8041 – Republic Act otherwise known as the Water Crisis Act
- 4.8 Meter Reading and Billing Procedure
- 4.9 Monitoring of Disconnected Account with Outstanding Balance Process
- 4.10 Maintenance And Construction Division Procedure

## 5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 Department Manager – shall be responsible for the over-all supervision, direction and coordination of all activities of the Commercial Department. Attends to higher degree of customer’s complaints not resolved in the Division level.
- 5.2 Division Manager – shall be responsible to oversee the Customer Service Division (frontline, investigation, disconnection and survey unit). Assist in handling customer’s complaints when necessary, assist customer (with no bill) of a generated copy of water bill and a statement of account’s due to customer per computer record (disconnected service connection). Approve paid application for reopen service. Approve with limitations the request for extension of statement of account’s due date.
- 5.3 Sr. Customer Service Officer shall be responsible in scheduling the survey of customer’s request for relocation of meter, elevation and transfer tapping. Shall be responsible to take the lead in the investigation unit and disconnection in the field when necessary. Furthermore, alternate of the Division Manager.
- 5.4 PRO (Public Relation Officer) shall be responsible in handling request of voluntary disconnection, change of ownership of service connection, assist customer (with no bill) a computer generated copy of water bill, preparation of statement of account’s due to customer per computer record (disconnected service connection), preparation of disconnection order and recording of accomplished work by CSA B (disconnection plumber). Furthermore, record request of extension of statement of account’s due.
- 5.5 CSA B (Customer Service Assistant B – Frontline Services) – shall be responsible in handling all complaints, investigation and service request. Preparation of Service Request Order, AIS for survey of request relocation, elevation and transfer tapping.
- 5.6 Engineering Assistant (Survey Unit) – shall be responsible for conducting onsite inspection/survey of transfer tapping and meter site relocation/elevation. Prepare and submit accomplished AIS to direct supervisor for review and approval.
- 5.7 CSA B (Customer Service Assistant B) of Disconnection Unit – shall be responsible in the reopening of water service connection in the field
- 5.8 CSA (Customer Service Assistant B - Field Investigator) of Investigation Unit is responsible to conduct investigation in the field, examine and look into customer’s complaint and provide information and suggestion about the status of water service connection. Furthermore, ensure customer satisfaction.

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## 6.0 PROCEDURE

### 6.1 Service Request Process

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
	<b>CSA B</b> Frontline Services	Shall receive customer's complaints and/or requests coming from MCWD Fieldmen concerning no water, clogging meter, low pressure, dirty water, repair/replacement of appurtenances, repair/replacement of meter stand, leak near meter stand, leak reported by fieldmen and meter replacement due to defective, blurred, broken glass & not functioning water meter.  Shall verify registered account name in the database and log/register in the logbook. <i>Note: Complaints or inquiries can be received through written, verbal or personally filed at the office, call, text or email.</i>	Logbook, BICOS system generated, Report from fieldmen
	<b>CSA B</b> Frontline Services	Shall prepare a Service Request and forward to Construction & Maintenance Division for action.  <i>Note: Appropriate action shall be in accordance with Maintenance Division procedure and meter maintenance procedure. After completion, shall forward accomplish job order and other document to Customer Service Division.</i>	SR (Service Request), Meter Receipt

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Receipt of documents	<b>CSA B</b> Frontline Services	Shall receive acted service request, meter receipt and forward Meter Receipt to Billing Section for updating of customers' record. <i>Note:</i> <i>Updating of customers' record shall be in accordance with maintenance of Customer Records process.</i>	Service Request, Meter Receipt
↓			
Filing	<b>CSA B</b> Frontline Services	Shall file copy of documents.	Service Requests, Meter Receipt
↓			
END			

## 6.2 Service Request for Stolen Water Meter / Defective / Not Functioning meter process

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
↓			
Receive request	<b>CSA B</b> Frontline Services	Shall receive customer's request/report for stolen water meter. Verify registered account name in the database and log/register in the logbook.	Logbook, BICOS system generated
↓			
Preparation of I.O.	<b>CSA B</b> Frontline Services	Shall prepare an Investigation Order and issue to Investigator for inspection and verification in the field.	IO (Investigation Order)
↓			
Verification in the field	<b>CSA B</b> Investigation Unit	Shall conduct inspection / investigation then submit the report to CSA –B frontline for next action to be taken. <i>Note:</i> <i>Investigation for stolen shall be immediate and shall report to concerned Barangay about stealing of water meter in their area of responsibility or report to the nearest Police Station.</i>	IO (Investigation Order)
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<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Preparation of job order and endorsement</div>	<p><b>CSA B</b> Frontline Services</p>	<p>Shall prepare Service Request and Work Order and List of Materials, if necessary, and endorse to Meter Shop - Property Section for preparation of Water Meter Receipt and actual replacement in the field.</p> <p><i>Note:</i> <i>Appropriate action shall be in accordance with Water Meter Maintenance procedure. After completion, forward copy of meter receipt &amp; service request to Customer Services Division</i></p>	<p>SR (Service Request), WO (Work Order)</p>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Receive copy of documents</div>	<p><b>CSA B</b> Frontline Services</p>	<p>Shall receive copies of Meter Receipt and Service Request and forward to Billing Section for updating of customers' master file record.</p> <p><i>Note: Updating of customers' record shall be in accordance with Maintenance of Customer's record process.</i></p>	<p>Meter Receipt, Customer's Record (BICOS system generated)</p>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Filing of documents</div>	<p><b>CSA B</b> Frontline Services</p>	<p>Shall file the meter receipts and service request.</p>	<p>Meter Receipt, Service Request</p>
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 0 auto;">END</div>			

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## 6.3 Request for Meter Testing

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
	<b>CSA B</b> Investigation - frontline	Shall receive customer's request for meter test. Verify registered account name in the database (Masterfile and log.  <i>Note: This request may be result of discontentment of customer of the Investigation finding due to high consumption.</i>	Logbook
		Shall evaluate request, orient procedures & requirements of meter testing. Advise customer of schedule for meter testing. Forward request to Disconnection Unit.	Logbook / Disconnection Order
	<b>CSA B</b> Disconnection Unit	Shall remove meter on site and endorse to Meter Shop for actual testing.  <i>Note: Customer is advised to witness from removal up to testing at Meter Shop.</i>  <i>Note: Meter Technician submit test result to CSA B of Investigation- frontline, and copy furnished the customer.</i>	Disconnection Order (For meter testing), Meter Test Result
	<b>CSA B</b> Investigation - frontline	Shall explain to customer the result of the test and let the customer acknowledge a copy of the test.result.  <i>Note: If meter is in good condition, advise Customer to pay meter test of P50.00 at Teller.</i>  Customer shall show proof of payment and forward to Disconnection Unit to restore meter on site.  <i>Note: If meter is proven defective, subject for job order to be scheduled by Meter Shop - Property Section</i>	Meter Test Result
	<b>CSA B</b> Disconnection Unit	Shall restore water meter on site and submit accomplishment to PRO B.  <i>Note: PRO B shall record accomplishment and prepare report by the end of the month.</i>	Job Order for restoration
END			

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## 6.4 Request for Check-up/Inspection of Water Service Connection Process

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
	<b>CSA B</b> Frontline	<p>Shall receive and evaluate customer's complaint (e.g. high consumption, category, average reading, etc.) subject for investigation. Shall request the customer to fill-up in the logbook and sign.</p> <p>Shall advise customer on the schedule of inspection  <i>Note: Complaints or inquiries can be received through written, verbal or personally filed at the office, call, text or email.</i></p>	Customer Consumption history and Materfile (BICOS system generated), logbook
	<b>CSA B</b> Frontline	Shall prepare an Investigation Order and issue to Investigator for inspection.	Investigation Order
	<b>CSA B (Field Investigator)</b> Investigation Unit	<p>Shall conduct investigation/inspection on site:</p> <ol style="list-style-type: none"> <li>1. Inform customer the condition / status found in the water service connection</li> <li>2. Advise customer for action to be taken.</li> <li>3. Prepare and submit investigation report to Customer Service Assistant B (Investigation – frontline)</li> </ol>	Investigation Order
	<b>CSA B Investigation – frontline</b>	<p>Shall evaluate report received from the Field Investigator and encode findings in the Investigation Order database.  <i>Note:</i></p> <ol style="list-style-type: none"> <li>a. <i>If subject for repair, defective water meter, leak before the meter, leaking meter stand – Prepare Service Request (Job Order) and forward to Maintenance Division.</i></li> <li>b. <i>If subject for adjustment – Print investigation result with statement of account and forward to Customer Service Officer B of Billing Section for adjustment.</i></li> </ol>	Investigation Order Database, Service Request

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Approval of findings	<b>Sr. CSO/ Division Manager B</b>	Shall be reviewed by the Sr. CSO and final approval of the Division Manager.	Investigation Order
↓			
Filing and end of month report	<b>CSA B (Investigation frontline)</b>	Shall file the acted Investigation Order and generate report by the end of the month.	I.O., Monthly Summary of Investigation Report
↓			
END			

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## 6.5 Change of ownership/name Process

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
<pre> graph TD     START([START]) --&gt; R1[Receive request]     R1 --&gt; R2[Verification and payment]     R2 --&gt; R3[Prepare Contract]     R3 --&gt; R4[Contract Approval]     R4 --&gt; R5[Filing]     R5 --&gt; END([END])           </pre> Receive request	CSA B Frontline	Shall receive request and verify registered account name in the database or per computer record. Inform the customer about the requirements. <i>Note: Shall ask the customer to fill-up logbook.</i>	Logbook
Verification and payment	CSA B Frontline	Shall check requirements submitted by customer and prepare statement of account, and advise customer to pay at the Teller. <i>Note: Processing of payment shall be in accordance with Finance Dept. collection procedure.</i>	Official Receipt, BICOS system generated
Prepare Contract	CSA B Frontline	Shall prepare Service Application Contract (SAC) and ask customer to pose for picture taking thru web cam.  Shall ask the customer to sign the contract.	Service Application Contract
Contract Approval	Division Manager B	Shall orient the customer of the rules and regulation of MCWD, and signs the contract.	Service Application Contract
Filing	CSA B Frontline	Shall give the copy to customer.  Shall endorse to Billing Section the office copy for updating, and file upon return of file copy. <i>Note: Change of ownership/registered name shall be in accordance to Maintenance of Customer Records process.</i>	Service Application Contract, Service Connection Card, Logbook
END			

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## 6.6 Request for Meter Relocation/Transfer Tapping

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
↓ Receive request	<b>CSA B</b> Frontline	Shall receive and check the requirements submitted. Interview client, fill-up Applicants Information Sheet, issues Statement of account and directs customer to pay at the Teller.  <i>Note: Payment process shall be in accordance to Finance Department procedure.</i>	Applicants Information Sheet
↓ Forward to Survey Unit	<b>CSA B</b> Frontline	Shall advise customer of schedule of inspection. Shall forward AIS and attached supporting documents to Survey Unit.  <i>Note: Inform customer that request will only proceed or successful depending on the advice of the surveyor/inspector.</i>	AIS
↓ Conduct field survey	<b>Engineering Assistant</b> (Survey Unit)	Shall conduct field survey/inspection. Inform customer if the request is not possible or in order. Prepare plans & cost estimates and submit to SCSO for checking/background check.	AIS, Plans & Cost Estimates
↓ Approval	<b>SCSO/ Division Manager B</b>	Shall be reviewed by the SCSO and approve by Division Manager and forwards to CSA B - frontline.	AIS, Plans & Cost Estimates
↓ Prepare Statement of	<b>CSA B</b> Frontline	Shall prepare statement of account and direct customer to pay at the Teller. <i>Note: Skip this process if request is made by Meter Readers or part of MCWD program.</i>	AIS, Plans & Cost Estimates
↓ Preparation of Service Request	<b>CSA B</b> Frontline	Shall prepare Service Request and forward to Maintenance Division for action. <i>Note: Actual relocation shall be in accordance with Maintenance Division Procedure.</i>	Service Request, AIS, Plans & Cost Estimates
↓ END			

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## 6.7 Request for Disconnection of Service

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
↓ Receive request	<b>Public Relations Officer B</b>	<p>Shall receive request, evaluate customer's record, orient customer about temporary disconnection and request client to sign in the disconnection logbook.</p> <p>Shall advise the customer to pay their closing bill after five days.</p>	Request for Disconnection Logbook, Written request
↓ Prepare Disconnection Order	<b>Public Relations Officer B</b>	Shall prepare disconnection order (indicate the requested schedule) and issue to Disconnection Plumber.	Disconnection Order
↓ Conduct disconnection on site	<b>CSA B</b> Disconnection Unit	<p>Shall conduct disconnection water service connection on site, record the last reading and submit to PRO B accomplished job order.</p> <p><i>Note:</i> Remove the water meter, if request is removal and prepare service request for disconnecton at tapping point.</p> <p><i>Note:</i> Disconnection at tapping point shall be in accordance to Maintenance Division procedure.</p>	Disconnection Order
↓ Recording of disconnection	<b>PRO B</b>	<p>Shall encode disconnected accounts per disconnection entry (BICOS) and print Daily List of disconnected account.</p> <p>Shall forward to Billing Section for the closing bill.</p> <p><i>Note:</i> Preparation of closing bill shall be in accordance with billing process.</p>	Daily List of Disconnected Account / BICOS system generated
↓ Filing	<b>PRO B</b>	Shall file list and disconnection order.	Lost of Disconnected Account, Disconnection Order
↓ END			

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## 6.8 Report of Illegal Connection

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
	<b>CSA B</b> Frontline Services	Shall receive information from concerned citizen, meter readers, disconnection plumber, fieldmen, employees and other concern citizens regarding illegal tapping, tampered meter and other violations. Verify registered account name in the database.	Logbook, BICOS system generated
	<b>CSA B</b> Frontline Services	Shall prepare an Investigation Order and issue to Investigator for inspection and verification in the field.  <i>Note:</i> <i>If the area is critical and needs excavation of water service line, then Sr. CSO will request the assistance of the Maintenance Division and schedule the conduct of operation as a group. Shall coordinate with the Barangay or Police for security assistance.</i>	IO (Investigation Order)
	<b>Sr. CSO, CSA B</b> Investigation Unit / Disconnection Unit	Shall conduct inspection / investigation then submit the report to Division Manager.  Shall advise the customer to settle the issue at the office.  <i>Note: If not sure of tampering water meter by removing some parts or putting objects inside the water meter, shall coordinate w/ Meter Technician to accompany for verification.</i>  <i>Note: If found positive based on Investigation Order, the CSA –B (Investigation Unit) will submit report with recommendations to CSA – B (Frontline Services) to prepare service request.</i>  <i>Note: If confirmed tampered rivets, service line will be re-riveted or removed water meter by Disconnection Plumber.</i>	IO (Investigation Order); Disconnection Order

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Preparation of service request	<b>CSA B/ PRO B</b>	<p>Shall prepare service request for disconnection at tapping point.</p> <p><i>Note: Disconnection at tapping point shall be in accordance with Maintenance Division procedure.</i></p> <p>If tampering of rivets for disconnected accounts was discovered by Disconnection Plumber during reopening or re-reading of meter, PRO B shall issue Disconnection Order for re-rivets or removal of meter to be done by the Disconnection Plumber.</p>	Service Request, Disconnection Order
↓			
Imposition of penalty	<b>Division Manager</b>	<p>Shall imposed penalty based on Board Res. No.008-98 and instruct PRO B to record the penalty to SC Card and database for future reference.</p>	Database (master file); logbook; SC Card
↓			
Recording	<b>CSA B/PRO (frontline – Investigation)</b>	<p>Shall record the investigation report at database (master file) logbook and SC Card then forward it to Computer Operator for billing of water consumed.</p> <p><i>Note: Billing of water consumed shall be in accordance with billing process.</i></p>	Database (master file); logbook; SC Card
↓			
End of month report	<b>PRO B</b>	<p>Shall prepare summary of illegal connection for the month.</p>	Summary of Illegal Connections
↓			
Approval	<b>Division Manager/ Dept, Manager</b>	<p>Shall be checked by the Division manager and approve by the Dept. Manager</p>	Summary of Illegal Connections
↓			
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## 6.9 Payment of Incentives on illegal connections

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
<p>START</p> <p>↓</p>			
<p>Endorsement</p> <p>↓</p>	<b>PRO B</b>	Shall endorse to the CSA B – Frontline Services the customer who applied and paid for reopening and administrative fee as penalty for the violation/illegal connection.	Ledger for loans, Collection Report
<p>Preparation of Certificate</p> <p>↓</p>	<b>CSA B</b> (Frontline Services)	Shall compute the amount to be given as incentive to the employee/employees who discovered/reported the illegal act of the customer water service connection.  <i>Note: The incentive is based on the 25% of administrative fee charged to customer per Board Res. No.012-78.</i>  Shall prepare Certificate of Incentives and endorse to direct supervisors for review and approval.  <i>Note: Giving of incentives shall only be granted for Paid Administrative Fee with a down payment of at least 25%.</i>	Logbook, database (master file), Certificate of Incentive
<p>Review and approval</p> <p>↓</p>	<b>Division Manager/ Department Manager/ General Manager</b>	Shall checked by Division Manager, certified by the Department Manager and final approval of the General Manager	Certificate of Incentives
<p>Forward to Finance Dept.</p> <p>↓</p>	<b>CSA B</b> (Frontline Services)	Shall forward the Certificate of Incentives to the Finance Department for preparation of voucher.	Certificate of Incentives
<p>Report Preparation</p> <p>↓</p>	<b>CSA B</b> (Frontline Services)	Shall prepare Summary of Incentive for the month to be checked by Division Manager and approve by Department manager.	Summary of Incentives
<p>END</p>			

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## 6.10 Availment of Senior Citizens' Discount

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
	<b>CSA B</b> Frontline	<p>Shall receive filled-up application form for Sr. Citizen availment of discount.</p> <p>Shall check requirements, and advise customer schedule of confirmation.</p>	Application Form for Sr. Citizen Discount with attached supporting documents
	<b>CSA B</b> Frontline - Investigation	<p>Shall prepare Investigation Order and issue to Investigator.</p>	Investigation Order
	<b>CSA B</b> Investigation Unit	<p>Shall conduct inspection at Sr. Citizen's residence for confirmation and ask the customer to pose for picture taking holding the latest issue of newspaper.</p> <p><i>Note: If the Sr. Citizen is not around during visit, advise representative to ask the Sr. Citizen to go to office for picture taking.</i></p> <p><i>Note: Advise the customer that discount will take effect upon approval and automatically reflected in his billing for a period of one year.</i></p>	Investigation Order
	<b>CSA B</b> Investigation - Frontline	<p>Shall submit accomplished Investigation Order and encoded finding to Investigation Order database.</p> <p>Shall Forward to Customer Accounts Division for updating and approval.</p>	Investigation Order
	<b>CSO B/ Division Manager/ Dept. Manager</b>	<p>Shall review supporting documents and update customers' records, verified by Division manager and final approval by Dept. manager.</p>	I.O., Application for Sr. Citizen Discount and supporting documents, Customer Masterfile BICOS system generated
	<b>CSA B</b> Frontline - Investigation	<p>Shall file the approve application and other supporting documents.</p>	I.O., Application for Sr. Citizen Discount and supporting documents

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## 6.11 Application for reopen service connection (padlocked/riveted)

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
<p>Receive request and prepare statement of unpaid accounts</p>	<b>Public Relations Officer B/ Division Manager</b>	Shall receive request for reopen water service connection, check registered account name at database (master file), check unpaid accounts and prepare statement of account. Show to the customer stated amount and advice to pay to the Teller then proceed to CSA B of Frontline Services.	Statement of Account
<p>Preparation of Documents</p>	<b>CSA B</b> Frontline Services	Shall prepare all the documents and attachments needed i.e., Maintenance and Construction Order(MCO), Service Application Contract (SAC), Service Connection Contract, Promissory Note and retrieved Service Connection Card. <i>Note: Require customer to sign in the Service Application Contract and Promissory Note (if customer applied for a loan)</i> Shall forward all documents to Division Manager for approval then furnish a copy to customer and the other copy to Disconnection Unit.	MCO, SAC, Service Application Contract, Promissory Note, Service Connection Card
<p>Text / Call / Record</p>	<b>Public Relations Officer</b>	Shall immediately text or call upon receipt of order the CSA B (Disconnection Plumber) to reopen the water service line of the customer. Record the documents at logbook and database (master file)	MCO, Logbook ; Database (Master file)
<p>Reopen the water service line</p>	<b>CSA B</b> (Disconnection Plumber)	Shall immediately reopen water service connection of the customer and record in the MCO and logbook the work done. <i>Note: If rivets/lock found tampered, the applicant is required to pay Administrative Fee.</i>	MCO, Logbook
<p>Recording &amp; Updating</p>	<b>Public Relations Officer</b>	Shall update database (master file) base on the information given by CSA B (Disconnection Plumber) and log at logbook. Afterwards, submit the documents with updated posting of Service Connection (SC) card to CSA B – Customer Accounts	Database (Master file); logbook, SC Card

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## 6.12 Request for Refund of Guaranty Deposit

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
<p>↓</p> <p>Receive request</p> <p>↓</p>	<p><b>CSA B</b> Frontline</p>	<p>Shall receive request and check if requirements are complete and have the customer sign in the logbook.</p> <p>Shall evaluate customers' record and check outstanding accounts.</p> <p>Shall Inform client about the remaining amount after applying Guaranty Deposit to all unpaid accounts and print statement of account, ledger for customers' copy. <i>Note: Application of guaranty deposit to outstanding account shall be in accordance to Adjustment process.</i></p> <p><i>Note: Advise client to claim check after three (3) working days and bring 1 valid I.D.</i></p>	<p>Letter request from Customer, Copy of Official Receipt or Affidavit of loss</p>
<p>↓</p> <p>Preparation and approval of Refund</p> <p>↓</p>	<p><b>CSA B</b> Frontline/Division Manager/ Dept. Manager</p>	<p>Shall prepare refund authorization, check by Division Manager and final approval by Dept. Manager.</p>	<p>Refund Authorization, Letter request from Customer, Copy of Official Receipt or Affidavit of loss</p>
<p>↓</p> <p>Forward to Finance Dept.</p> <p>↓</p>	<p><b>CSA B</b> Frontline</p>	<p>Shall forward approve Refund Authorization to Finance Department with attached supporting documents. <i>Note: Claim of check shall be in accordance with Finance procedure on release of check.</i></p>	<p>Refund Authorization, Letter request from Customer, Copy of Official Receipt or Affidavit of loss</p>
<p>↓</p> <p>Recording and filing</p> <p>↓</p>	<p><b>CSA B</b> Frontline</p>	<p>Shall update guaranty Deposit customers' ledger per BICOS system generated and manually record to Subsidiary Ledger for Customer Guaranty Deposit (Book of Account) for reconciliation purposes.</p> <p>Shall file commercial copy of Refund Authorization.</p>	<p>Refund Authorization</p>

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## 6.13 Inquiry of accounts, requirements and other services process

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
<pre> graph TD     Start([START]) --&gt; Receive[Receive request]     Receive --&gt; Print[Print statement of account]     Print --&gt; End([END])           </pre>	<b>CSA B</b> Frontline	<p>Shall receive request and have the customer sign in the logbook.</p> <p>Shall evaluate customers' record and verifies accounts from the database.</p>	Logbook, BICOS system generated
	<b>CSA B</b> Frontline	Shall inform customer of his accounts, and prints statement of account/ledger and gives copy to customer.	BICOS system generated
END			

## 6.14 Sales of Bulk Water and Other Services

PROCESS FLOW	RESPONSIBLE	PROCESS DESCRIPTION	RECORDS
START			
<pre> graph TD     Start([START]) --&gt; Receive[Receive request and prepare statement]     Receive --&gt; Filling[Filling -up container]     Filling --&gt; Approval[Preparation &amp; approval of BAM]           </pre>	<b>Division Manager</b>	<p>Shall compute the value, prepare Statement of Account and advise client to proceed to Cashier.</p> <p><i>Note:</i> To determine estimated volume, ask Representative from Engineering Department to make estimated computation/ measurement.</p> <p><i>Note:</i> Payment process shall be in accordance with Finance Dept. procedure</p>	Logbook, BICOS system generated
	<b>Guard on Duty</b>	Shall check official receipt and open the valve of the fire hydrant and fill-up water container/ tank, and record in a logbook.	BICOS system generated
	<b>CSO B-BS/Division Manager/ Dept. manager</b>	Shall prepare Billing Adjustment Memo to recognize revenue on water sold, check by Division Manager & approve by Dept. Manager.	Billing Adjustment Memo

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## 6.15 REPORTS

Reports	Frequency	Responsible Person
Summary of Investigation Report	Monthly	CSA B (frontline) of Investigation Unit
Summary of Service Requests	Monthly	CSA B (frontline)
Applicants Information Sheet Report	Monthly	Sr. CSO
Summary of Change Name	Monthly	CSA B (frontline)
Summary of Disconnection Report	Monthly	PRO B
Summary of Guaranty Deposit	Monthly	CSA B (frontline)
Summary of Illegal Connection	Monthly	PRO B
Summary of Incentives	Monthly	CSA (frontline)

## 7.0 PERFORMANCE INDICATORS

- 7.1 The Department Manager shall ensure that request is processed and recorded as per timeframe indicated in Metro Cotabato Water District Citizen's Charter.
- 7.2 The Division Manager/SCSO/CSO shall ensure that follow-up was made to pending job orders.

## 8.0 ATTACHMENTS

- 8.1 IO (Investigation Order)
- 8.2 Senior Citizen Application Form
- 8.3 AIS (Applicant's Information Sheet)
- 8.4 Water Meter Receipt
- 8.5 Work Order
- 8.6 SAC (Service Application Contract)
- 8.7 Disconnection Order
- 8.8 LOM (List of Materials)
- 8.9 Maintenance & Construction Order
- 8.10 Refund Authorization
- 8.11 Service Connection Card

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