

SERVICE REQUESTS

(e.) SERVICE REQUEST FOR THE RECLASSIFICATION FROM COMMERCIAL TO RESIDENTIAL

Step	Applicant/Client	Frontline Services	Fee	Form/s to Fill-up	Processing Time	Office/Person Responsible
1	Request for the reclassification of service connection	Receive request for possible immediate action		Maintenance & Service Request Form	3 mins	Accounting Processor B
2		Letter request w/ Maintenance & Order Form forwarded to GM for Approval		Maintenance & Service Request Form	3 mins	General Manager
3		Field Inspection/verification		Maintenance & Service Order Form	1 day after approval of Maintenance Request Form	Plumber
4		Accomplished Maintenance & Service Order submitted to GM for action			3 mins	General Manager
5		Action taken Forwarded to Accounting Processor B		Sign Ledger Card	3 mins	Accounting Processor B
6		Report accomplishment		Accomplishment Report Log Book	3 mins	Plumber

TRANSACTION COMPLETED