

GOVERNMENT SERVICE: Request for Replacement of Ballvalve & of Defective Water Meter

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
		State your concern to the Public Assistance and Complaints Desk Officer (PACD) (Sabihin ang pakay sa PACD)		5 minutes	
1. Service Request Form 2. Payment of materials needed	PD 198: Chapter IX- Revenues; Sec. 37- Rates and Charges	Pay the needed/requested materials to the cashier. Wait for your receipt as proof of payment (Bayaran ang materyales na gagamitin sa kahera at hintayin ang iyong resibo bilang patunay na ikaw ay nagbayad)		7 minutes	Current price of the materials
		Present the approved (SRS) and the Official Receipt to supply officer (Ibigay ang SRS sa supply officer at ipakita ang resibo)		5 minutes	
TOTAL				17 minutes	Current price of the materials