

4) SERVICE INFORMATION PER GOVERNMENT SERVICE⁵

GOVERNMENT SERVICE: Verification of Accounts					
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 (PACD) Officer (Sabihin sa PACD ang sadya)		2 minutes	
1. Water Bill 2. Billing Receipts 3. Service Request Form		<ul style="list-style-type: none"> ➤ If it's still available, present your Billing Receipt if you want to clarify your payment/s (Kung meron kang kopya ng iyong resibo, ibigay ito sa in-charge para sa beripikasyon ng iyong mga bayad) ➤ For clarification of meter reading consumption & high consumption: present your previous and current water bill (Para sa beripikasyon ng konsumo sa tubig: ipakita ang luma at bagong water bill) 		3 minutes	
		If it's a simple transaction with no checking of the water meter needed, the transaction will be completed. However, if checking of the water meter or lines are needed, then you have to wait for the result of your transaction. (Hintayin ang resulta ng transaksyon)		1 hour	

		<p>Wait for an hour for the result of inspection. You can be informed of the result at the spot during the inspection or you can be informed by the staff thru text.</p> <p>(Maghintay pagkalipas ng 1 oras para malaman ang resulta ng inspeksiyon. Maipapaalam ang resulta sa inyo habang nag- iinspeksyon ang empleyado o maaaring maipaalam sa pamamagitan ng pagtext sa iyong numero.)</p>		3 minutes	
			TOTAL	8 minutes (if verification of payments) 1 hour (verification of reading consumption)	