



61. Mainline / Service Line Leaks

Repair of leaks or damage of Mainline / Service line.

Office or Division:	Construction and Maintenance Division			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government			
Who may avail:	Construction and Maintenance Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maintenance Order (1pc, Original)		Customer Service Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Maintenance Order.	1. The Customer Service Officer forward Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Customer Service Officer / Maintenance Division Head
2. None	2. The Construction and Maintenance Division Head give the Maintenance Order to the Water Maintenance Team Personnel to conduct site inspection.	None	5 minutes	Water Maintenance Personnel / Maintenance Division Head
3. None	3. The Water Maintenance Personnel conduct site inspection, determine leak status and list of materials needed for repair. Then go back to office to forward the accomplished maintenance order to the Construction and Maintenance Division Head.	None	2 hours	Water Maintenance Personnel
4. None	4. The Construction and Maintenance Division Head received the accomplished maintenance order from the Water Maintenance Personnel and forwards it to Storekeeper for issuance of materials.	None	5 minutes	Maintenance Division Head



5. None	5. a). Simple The Water Maintenance Personnel proceed back to site to conduct repair of mainline / service line leak.	None	<i>2 hours and 40 minutes</i>	Water Maintenance Personnel
	b). Complex The Water Maintenance Personnel proceed back to site to conduct repair of mainline / service line leak.	None	<i>8 hours</i>	Water Maintenance Personnel
	c). Highly Technical The Water Maintenance Personnel proceed back to site to conduct repair of mainline / service line leak within 24 hours.	None	<i>1 day</i>	Water Maintenance Personnel
6. None	6. The Construction and Maintenance Division Head received the accomplished maintenance order from Water Maintenance Personnel and log it.	None	<i>5 minutes</i>	Maintenance Division Head
Total in Simple Classification:		None	<i>5 hours</i>	
Total in Complex Classification:		None	<i>10 hours and 20 minutes</i>	
Total in Highly Technical Classification:		None	<i>1 day, 2 hours and 20 minutes</i>	