



## 64. INSTALLATION OF NEW SERVICE CONNECTION

Procedure of installation of new service connection to ensure that all applications for new service connections are installed.

<b>Office or Division:</b>	Construction and Maintenance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	Construction and Maintenance Division			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Maintenance Order (1pc, Original)			Customer Service Officer	
2. Requisition Issuance Slip (RIS) (1pc, Original)			Storekeeper	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Maintenance Order.	1. The Customer Service Officer forward the Maintenance Order to the Construction and Maintenance Division Head.	None	5 minutes	Customer Service Officer/ Maintenance Division Head
2. None	2.1 The Construction and Maintenance Division Head gives the Maintenance Order to the Maintenance Personnel to install it within 5 days upon receipt. 2.2 The Maintenance Personnel forwards the Maintenance Order to Storekeeper with RIS then release the materials.	None	5 minutes  5 minutes	Maintenance Division Head /  Maintenance Personnel /  Storekeeper
3. None	3 <b>a.) Simple</b> (simple installation, no heavy equipment needed) Maintenance Personnel goes on site to install New Service Connection. Then go back to the office to forward the Accomplished Maintenance Order to the Construction and Maintenance Division Head.	None	3 hrs	Maintenance Division Head/ Water Maintenance Personnel
	<b>b). Complex</b> (complex installation that requires concrete cutting and jack hammer) Maintenance Personnel goes on site to install New Service Connection. Then go back to	None	1 day	Maintenance Division Head/  Water Maintenance Personnel



	the office to forward the Accomplished Maintenance Order to the Construction and Maintenance Division Head.			
	<b>c). Highly Technical</b> (highly technical installation that requires concrete cutting and jack hammer on areas with at least 1m thickness of concrete for demolition) Maintenance Personnel goes on site to install New Service Connection. Then go back to the office to forward the Accomplished Maintenance Order to the Construction and Maintenance Division Head.	None	2 days	Maintenance Division Head/  Water Maintenance Personnel
4. None	4. The Construction and Maintenance Division Head received the accomplished maintenance Order from the Maintenance Personnel and then log it to the computer..	None	5 minutes	Maintenance Division Head /  Maintenance Personnel
<b>Total in Simple Classification:</b>		None	3 hours, 20 mins	
<b>Total in Complex Classification:</b>		None	1 day, 20 minutes	
<b>Total in Highly Technical Classification:</b>		None	2 days, 20 minutes	