



2. 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	Marklie M. Paguio (Water Maintenance General Foreman) Maricel L. De Asis (Customer Service Asst. A)
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	Marklie M. Paguio (Water Maintenance General Foreman) Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A)



				Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo (Utility Worker II)
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	Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head) Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B) Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A) Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo



				(Utility Worker II)
4. None	4. The Construction and Maintenance Division Head receives the accomplished maintenance order from the Water Maintenance Personnel and forwards it to Storekeeper for issuance of materials.	None	5 minutes	Marklie M. Paguio (Water Maintenance General Foreman)
5. None	5. a). Simple The Water Maintenance Personnel proceed back to site to conduct repair of service line leak.	None	2 hours and 40 minutes	Rolando L. Niepes (Water Maintenance General Foreman) Noel D. Evangelista (Water Maintenance Head)
	b). Complex The Water Maintenance Personnel proceed back to site to conduct repair of main line leak.	None	8 hours	Fernando D. Javier (Senior Water Maintenance Man A) Earl Chester D. Ramos (Senior Water Maintenance Man B)
	c). Highly Technical The Water Maintenance Personnel proceed back to site to conduct repair of main line that requires leak detection.	None	1 day	Genarro G. Mendoza, Bienvenido A. Morfe Jr., Jayson M. Diuco, Danilo A. De Mesa Jr., Reynaldo L. Niepes (Water Maintenance Man A) Froilan D. Javier, Hernan A. Lopez, Edson P. Velasco, Lee S. Sevilla, Wilfredo A. Mendoza (Water Maintenance Man B) Albert S. Tuazon, Clifford S. Santiago (Water Maintenance Man C) Luisito G. Sioson, Marcelo R. Rojero, Juanito S. Bernardo



				(Utility Worker II)
6. None	6. The Maintenance Division Head receives the Accomplished Maintenance Order from Water Maintenance Personnel, then file for recording.	None	5 minutes	Marklie M. Paguio (Water Maintenance General Foreman)
Total in Simple Classification:		None	5 hours	
Total in Complex Classification:		None	10 hours and 20 minutes	
Total in Highly Technical Classification:		None	1 day, 2 hours and 20 minutes	