

HOW TO AVAIL THE SERVICES OF

COMMERCIAL SECTION SERVICES

VI. PROCESSING OF REQUESTS AND COMPLAINTS OF CUSTOMERS

Schedule of Availability of Service:

- 8:00 A.M. to 5:00 P.M. without noon break, Mondays to Fridays (except on Holidays)
- Saturdays, Sundays and Holidays (8:00 A.M. to 12:00 P.M./1:00 P.M. to 5:00 P.M.)
complaints will be entertained by the Security Guard on duty.

Who May Avail of the Services:

- All active concessionaires of MMWD (Midsayap & Libungan)

What are the Requirements:

- Complete Customers Information/Complaint/Report & Request

Duration: 15 Minutes

| No | APPLICANT/ CLIENT | SERVICE PROVIDER | PROCESSING TIME (Under normal circumstances per transaction) | PERSON IN- CHARGE | FEES | FORMS |
|----|---|--|--|--|------|---------|
| 1. | Gets Priority Service Number (PSN) from the Guard | Gives Client PSN | 1 Minute | Guard-On-Duty | None | PSN |
| 2. | Proceeds to Commercial Section and waits for your number to be called | Calls PSN and receives/accepts request/complaints of the client | 5 Minutes | Darwin A. Dispo / Jesiebelle D. Taroy / Federico B. Ventanilla | None | PSN |
| 3 | Gives name, address and inform the person in-charge of the request/complaints | Logs name/address/request or complain of the client Forwards the service request to the Technical & Maintenance Section | 9 Minutes | Darwin A. Dispo / Jesiebelle D. Taroy / Federico B. Ventanilla | None | Logbook |

- END OF TRANSACTION -