

# PROCESSING OF REQUEST FOR WATER QUALITY TEST (FOR BUSINESS PERMIT RENEWAL)

(Temporarily Suspended)

## Schedule of Availability of Service:

7:30 am– 5:00 pm, NO NOON break, Monday to Friday, at the MCWD One-Stop Shop (OSS)

## Who may avail of the service:

1. Business establishments from MCWD franchise area using MCWD water in their operation

## What are the requirements:

- Copy of the water bill or account code
- sketch with landmarks on the location of the water connection and business establishment
- Payment for the water testing

**Duration:** 5-7 working days after request (under normal circumstances)

## How to avail of the Service:

### Processing of Request for Water Quality Test (Business Permit Renewal)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Get a priority number for blue lane transactions in One-Stop Shop (OSS) from the guard	The MCWD guard will issue a priority number for blue lane transactions in OSS to the client	Less than a minute	MCWD guard	none	Priority number
2	Wait for your number to be called		5-30 minutes			
3	Apply for water testing for business permit renewal purposes	Ask the following data from the client:  Registered consumer's name, consumer code, address, sketch with landmarks, contact number	5 minutes	Customer Service Officer A of OSS	<b>none</b>	
4		Prepare referral slip for Sewerage and Sanitation Dept. (SSD) personnel	5 minutes	Customer Service Officer A of OSS		Referral slip
5	Present referral slip to the Sewerage and Sanitation Dept. (SSD) secretary	Prepare charging slip based on the parameters requested by the customer	5 minutes	SSD personnel	<b>none</b>	Charging slip

6	Pay to the cashier the amount reflected in the charging slip, get the official receipt and go back to the OSS	Accept the payment and issue official receipt	3 minutes	Cashier A of Treasury Division	it depend on the parameter	Official receipt
7	Get a priority number for One-Stop Shop (OSS) from the guard	The MCWD guard will issue a priority number for OSS top the client	Less than a minute	MCWD guard	<b>none</b>	Priority number
8	Wait for your number to be called		5-30 minutes			
9	Present official receipt for the water testing	Prepare a job order for water testing	5 minutes	Customer Service Officer A of OSS	<b>none</b>	Job order
10		Endorse the Job Order to the MCWD Water Quality Division (WQD) Laboratory	5 minutes	Customer Service Officer A of OSS		Job order
11	Wait for the WQD water sampler		1-2 days			
12		Collect/gather water samples from the water service connection of the client	1 to 2 hours	WQD Laboratory technician		Job order
13		Inform the client of the water test result by giving them a written report	3 to 7 days	WQD personnel of SSD		Test result
		<b>End of transaction</b>				