

PROCESSING OF COMPLAINT ON UNRESTORED DIGGING

Schedule of Availability of Service:

Monday to Friday

7:00 am- 3:00 pm, NO NOON break, at the MCWD One-Stop Shop (OSS)

24 hours Monday to Sundays, at the MCWD Call Center

Who may avail of the service:

- Any MCWD registered consumer or his/her authorized representative
- Any concerned citizen or affected person

What are the requirements:

- If the client is at the MCWD One-Stop Shop – sketch with landmarks on the location of the unrestored digging
- If the client calls, send SMS and message on Facebook messenger at the MCWD Call Center – address with landmarks on the location of the unrestored digging
- Name, address and contact number of the client

Duration: 1 to 2 days (under normal circumstances)

How to Avail of the Service:

Processing of Complaint on Unrestored Digging

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	PERSON IN CHARGE	FEEES	FORM
1	<p>If complainant is at the OSS:</p> <p>Get a priority number for white lane transactions in One-Stop Shop (OSS) from the guard</p>	The MCWD guard will issue a priority number for white lane transactions	Less than a minute	The MCWD guard-on-duty	none	Priority number
2	Wait for your number to be called		5-30 minutes			
3	Report the unrestored digging by giving its specific address with landmarks	Prepares a job order. Print the job order and ask the client to draw a sketch with landmarks on the location of the unrestored digging	5 minutes	Customer Service Officer A of the OSS	none	Job Order
4	Draw a sketch on the location	Verifies the sketch and endorses the job order to the Pipelines and Appurtenances Maintenance Dept. (PAMD) road restoration team	1 minute	Customer Service Officer A of the OSS	none	Job order
5		PAMD road restoration team conducts site inspection for verification. If confirmed, Restore the digging or the	1 to 4 hours			Job Order

		excavated portion by asphalt, cement or soil		PAMD road restoration team		
		End of transaction				
1	<p>If the reporter calls at the MCWD Call Center</p> <p>Thru 254-8434 local 0</p> <p>Send a message or call thru 0917-3219821, 0917-5464278 and thru Facebook messenger</p>	<p>Answers/entertains the call, SMS text and messages to the Facebook messenger</p> <p>Get the address with significant landmarks on the location of the unrestored digging including the reporter's name and contact number</p> <p>Prepares a job order for road restoration and endorses it to the Pipelines and Appurtenances Maintenance Department (PAMD)</p>	5 to 10 minutes	MCWD call center agent	none	
2		PAMD road restoration team conducts site inspection for verification. If confirmed, Restore the digging or the excavated portion by asphalt, cement or soil	1 to 4 hours	PAMD road restoration team	none	Job Order
END OF TRANSACTION						