

## **PROCESSING OF REQUEST FOR INSTALLATION OF AN ANGLE VALVE**

### **Schedule of Availability of Service:**

7:00am – 4:00pm, NO NOON BREAK, Monday to Friday, at the MCWD One-Stop Shop (OSS)

### **Who may avail of the service:**

Any MCWD registered consumer or his/her authorized representative who wants to have an angle meter valve or wants a replacement for a defective angle meter valve

### **What are the requirements:**

- Copy of the water bill or account code
- P1,379 for cash payment or chargeable to the water bill for six months

**Duration:** 7 to 10 working days

## How to Avail of the Service:

Processing of Request for installation of an angle meter valve

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go immediately to the Officer of the Day (OD)	The Officer of the Day will try to resolve the concern of the consumer if not, OD will ask the guard for issuance of priority number.	Less than a minute	Officer of the day	none	none
2	Get a priority number for white lane transactions in One-Stop Shop(OSS) from the Guard	The MCWD guard will issue a priority number for white lane transactions in OSS to the client	Less than a minute	MCWD security guard-on-duty	none	Priority Number
3	Wait for your number to be called		5-30 minutes			
4	Request for a new angle meter valve or a replacement one	Inform the client that payment for the installation of an angle valve can be in cash or in staggered basis for six months in the amount of P1,379	2 minutes	Customer Service Officer A of OSS	none	
5		If the client accedes, prepare and print the job order for sketching and signature	3 minutes	Customer Service Officer A of OSS		Job order form
6	Draw a sketch and sign the job order form for billing purposes		5 to 10 minutes		none	Job order form

7		<p>If the client opts for a cash payment, refer the client to the teller for payment</p> <p>If for staggered payment, endorse the signed job order to New Service Connection Div.</p>		Customer Service Officer A of OSS		Job order form
8	Pay the installation fee to the teller	Accept the payment and issue an official receipt	5-30 minutes	Cashier A of Treasury Div.	P1,379	
9		Prepare the SRS for the angle meter valve	5 minutes	CSA – B of NSCD		SRS form
10	Wait for the plumber For the installation of the valve		7 working days after payment or request was made		none	
11		Install the angle valve	30min to 1 hour	NSCD field plumber		Job Order
<b>END OF TRANSACTION</b>						