




REPUBLIC OF THE PHILIPPINES
METROPOLITAN NAGA WATER DISTRICT
40 J. MIRANDA AVENUE, NAGA CITY

COMMERCIAL SERVICES DEPARTMENT

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)

(CSDPW02) FRONTLINE SERVICES

	METROPOLITAN NAGA WATER DISTRICT		Document Code: CSDPW02		
	PROCEDURE			Revision No.:	0
	FRONTLINE SERVICES			Effectivity Date:	March 2017
				Page No.:	Page 1 of 3


Revision Status

This list identifies the revisions made in this section. The date refers to the date this section was made effective and implemented and not to the date the document was signed or printed.

Rev. No.	Pages	Details	Date of Issuance and Effectivity
00	All	First issuance / release of procedure	13Mar2017

Prepared by:	Reviewed by:	Approved by:
Gilbert V. Eleazar Assistant QMS Leader	Vicente Aniceto D. Rubio QMS Leader	Virginia I. Nero Acting General Manager

Metropolitan Naga Water District Quality Management System

	METROPOLITAN NAGA WATER DISTRICT	Document Code: CSDPW02	
	PROCEDURE	Revision No.:	0
	FRONTLINE SERVICES	Effectivity Date:	March 2017
		Page No.:	Page 2 of 3

1. PURPOSE

1.1. This document describes the PAWIM for Frontline Services as one of the support processes of the MNWD core process.

1.2. The objectives of the frontline services are:

- 1.2.1. To provide prompt action on various customer concerns and issue corresponding AIO within the day upon receipt;
- 1.2.2. To facilitate processing of NWSCA within fifteen (15) minutes upon receipt of NWSCA;
- 1.2.3. To ensure that all AIO's issued were acted upon and encoded within the day upon receipt;

2. SCOPE

This procedure will apply to the MNWD – quality management system in one support process which is frontline services focusing on:

- 2.1. Attendance to various customer related concerns
- 2.2. Processing of New Water Service Connection Application.
- 2.3. Encoding of accomplished AIO's

3. DEFINITION OF TERMS AND ACRONYMS

Refer to "[Annex A](#)" for the ACRONYMS.

4. RESPONSIBILITIES


- 4.1. Responsible in providing action on various customer concerns;
- 4.2. Responsible in processing of NWSCA;
- 4.3. Responsible in encoding of accomplished/acted upon AIO's for updating in the CS program;

5. PROCEDURES

This section describes the procedures involved in one of the support processes of the MNWD-QMS which is the Frontline Services.

5.1. Attends to various customer related concerns ([Figure 1](#))

- 5.1.1. Personnel-in-charge shall attend to various customer concerns and if necessary, issue the corresponding AIO relevant to the customer's concern;
- 5.1.2. Coordinates with the concerned division to address customer's concerns;

	METROPOLITAN NAGA WATER DISTRICT		Document Code: CSDPW02	
	PROCEDURE		Revision No.:	0
	FRONTLINE SERVICES		Effectivity Date:	March 2017
			Page No.:	Page 3 of 3

5.2. Processing of NWSCA ([Figure 2](#))


- 5.2.1. The customer submit duly accomplished NWSCA to the personnel in charge of FS;
- 5.2.2. Personnel-in-charge shall evaluates NWSCA within ten (10) minutes, ensuring that complete requirements are duly provided;
- 5.2.3. Personnel-in-charge shall provide the applicant an FUS, indicated therein the date of issuance, name and address of the applicant, and the date of follow-up;
- 5.2.4. Personnel-in-charge shall attach an RS to the NWSCA before forwarding the same to the personnel-in-charge of IIS for inspection and assignment of account number;
- 5.2.5. After inspection and account number was provided therein, the personnel-in-charge of FS shall encode the accomplished NWSCA for updating at the CS program;
- 5.2.6. Personnel-in-charge shall submit the encoded NWSCA to the personnel-in-charge of WDRD for cost estimate preparation;

5.3. Encoding of accomplished AIO's ([Figure 3](#))


- 5.3.1. Personnel-in-charge shall receive and encode duly accomplished AIO's to the CS program for updating within the day upon receipt of accomplished AIO's;

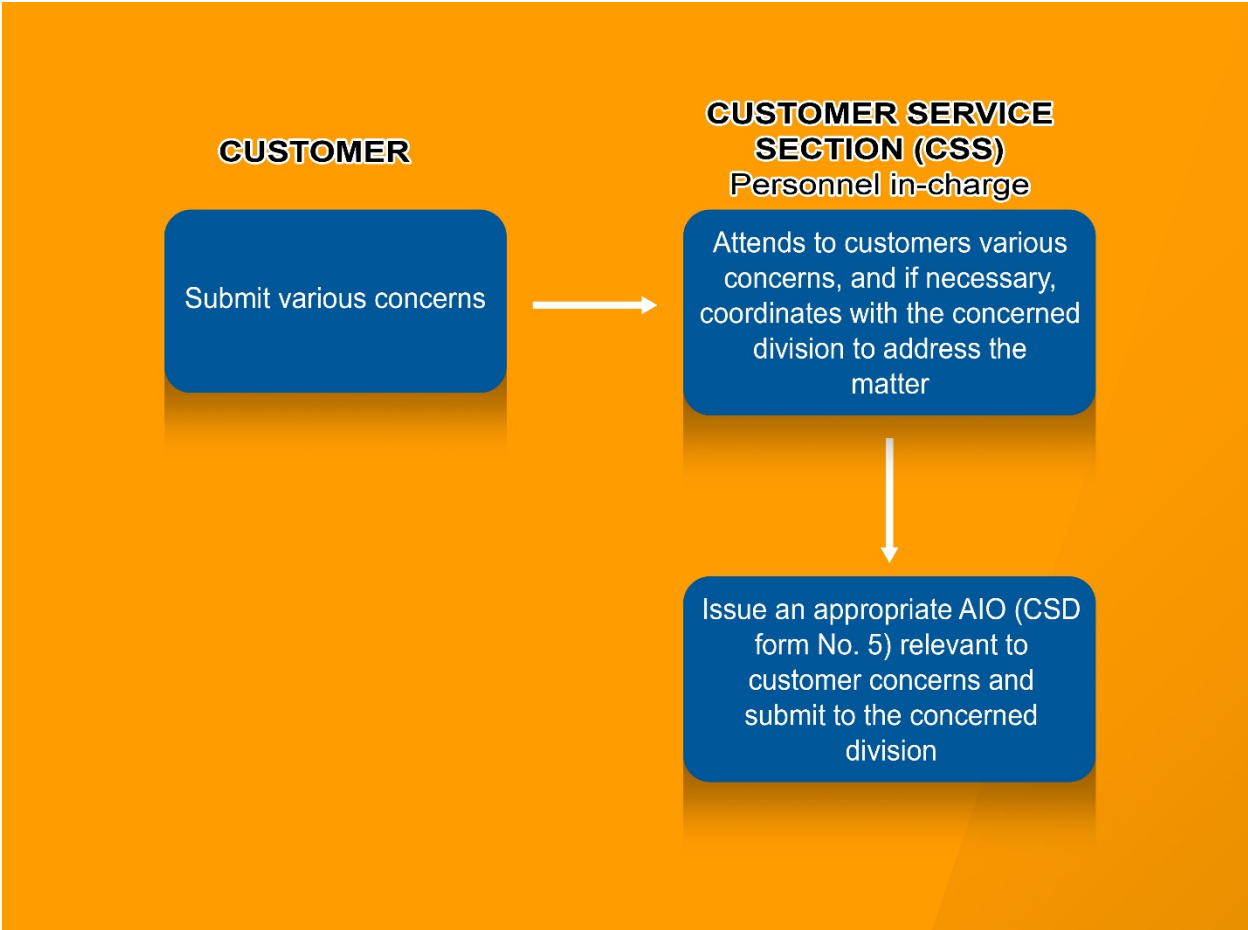
6. FORMS AND TEMPLATES


- 6.1. Assignment Implementation Order (AIO) – "[CSDF01](#)"
- 6.2. Statement of Account – "[CSDF03](#)"
- 6.3. Application for Senior Citizen Discount – "[CSDF04](#)"
- 6.4. Promissory Note – "[CSDF05](#)"
- 6.5. New Water Service Connection Application – "[CSDF06](#)"
- 6.6. Authorization Form to Sub connect – "[CSDF07](#)"
- 6.7. Follow-up Slip – "[CSDF08](#)"
- 6.8. Route Slip Form – "[CSDF09](#)"

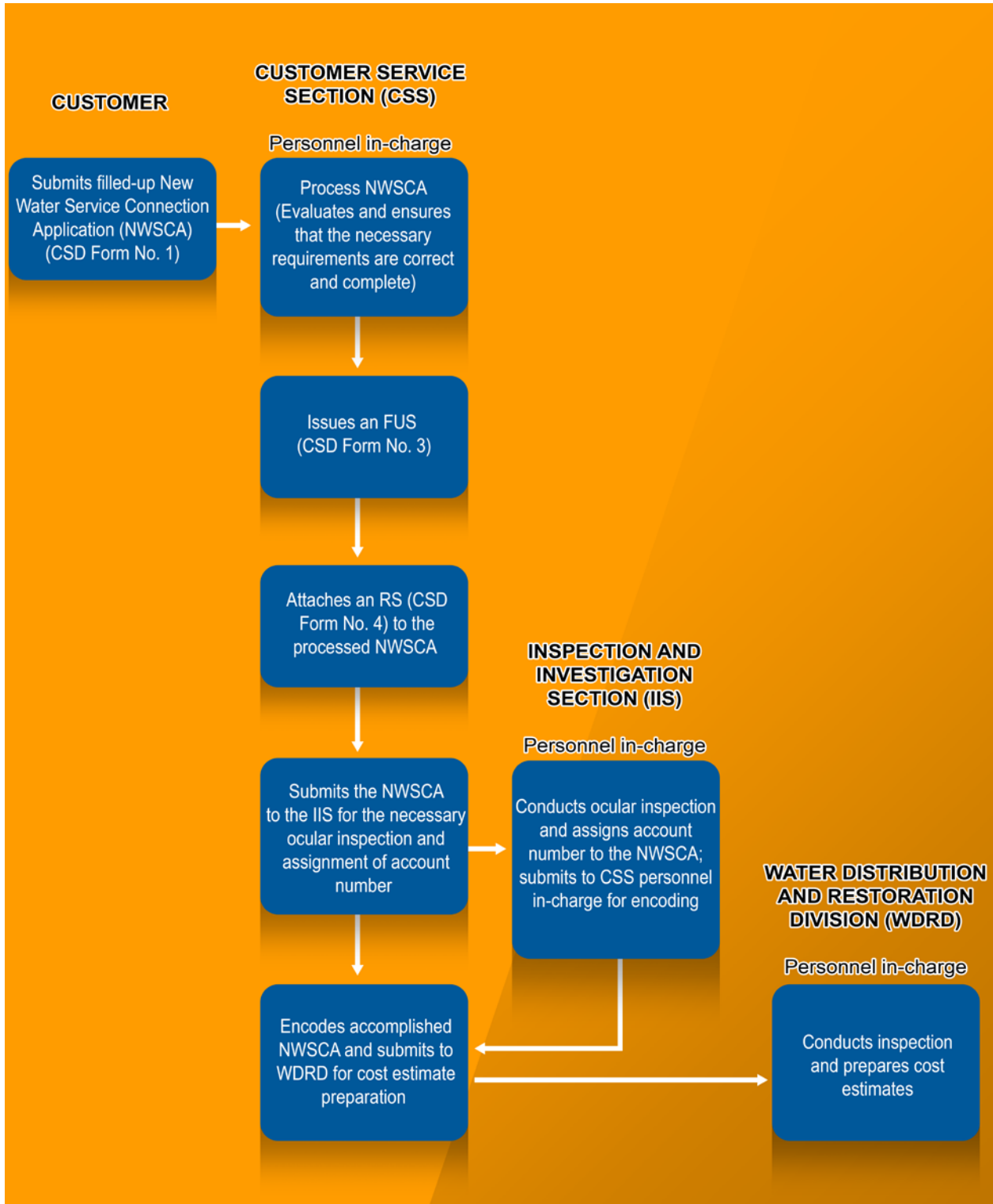
	METROPOLITAN NAGA WATER DISTRICT	Document Code:	
	ANNEX A	Revision No.:	0
	GLOSSARY OF TERMS	Effectivity Date:	March 2017
		Page No.:	Page 1 of 1


TERMS	DEFINITION
AFD	Application for Disconnection
AFR	Application for Reconnection
AIO	Assignment Implementation Order
BAM	Billing Adjustment Memo
CDS	Collection and Disconnection Section
CS Program	Customer Service program, the software application used to generate reports and perform tasks such as but not limited to; issuance/encoding of various AIO's and encoding of NWSCA
CSS	Customer Service Section
DAILY METER READING REPORT	Refers to the report generated by the meter reading device indicating the list of all water service connection accounts read and billed within the day in the assigned area
DBSR	Daily Billing Summary of Report
DISCONNECTION	refers to the cutting of water service connection thru installation of seal on the angle valve with lock wing ore thru recovery of the water meter of concessionaire
DMA	Division Manager A
FUS	Follow-up Slip
IIS	Inspection and Investigation Section
NAB	Notice of Adjusted Billing
NWSCA	New water Service Connection Application
OGM	Office of the General Manager
OR	Official Receipt
RECONNECTION	refers to the restoration of water service connection thru full payment of arrears and reconnection fee
REOPENING	refers to the reinstallation of meter / dismantling of lock wing seal of water service connections closed/disconnected within forty-eight (48) hours upon full payment of arrears
RS	Route Slip
WDRD	Water Distribution and Restoration Division

	METROPOLITAN NAGA WATER DISTRICT		Document Code:
	FLOWCHART		Revision No.: 0
	ATTENDS TO VARIOUS CUSTOMER RELATED CONCERNS (FIGURE 1)		Effectivity Date: March 2017
			Page No.: Page 1 of 1



	METROPOLITAN NAGA WATER DISTRICT		Document Code:
	FLOWCHART		Revision No.: 0
	PROCESSING OF NWSCA (FIGURE 2)		Effectivity Date: March 2017
			Page No.: Page 1 of 1



	METROPOLITAN NAGA WATER DISTRICT		Document Code:	
	FLOWCHART		Revision No.:	0
	ENCODING OF ACCOMPLISHED AIO's (FIGURE 3)		Effectivity Date:	March 2017
			Page No.:	Page 1 of 1

