



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

COMMERCIAL SERVICES DEPARTMENT

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM) (CSDPW03) INSPECTION AND INVESTIGATION




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.

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Metropolitan Naga Water District Quality Management System

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1. PURPOSE

- 1.1. This document describes the PAWIM for Inspection and Investigation as one of the support processes of the MNWD core process
- 1.2. The objectives of the Inspection and Investigation process are:
- 1.2.1. To conduct ocular inspection of New Water Service Connection Applications (NWSCA) and assignment of account number thereto within three (3) working days upon receipt;
 - 1.2.2. To conduct evaluation of various customer related concerns and recommend appropriate action thereto within three (3) working days upon receipt;
 - 1.2.3. To conduct serving of various office and customer related communications within three (3) working days upon receipt;
 - 1.2.4. To conduct investigation of reported illegal connections pursuant to R.A 8041 (National Water Crisis Act of 1995) and Section 22 of the Revised Utility Rules and Regulations of MNWD and recommend sanctions to violators within three working days upon receipt of the report;

2. SCOPE

This procedure will apply to the MNWD – quality management system in one support process which is inspection and investigation processes focusing on:


- 2.1. Inspection of NWSCA;
- 2.2. Evaluation of various customer related concerns;
- 2.3. Serving of various office and customer related communications;
- 2.4. Investigation of reported illegal connections pursuant to R.A 8041 (National Water Crisis Act of 1995) and Section 22 of the MNWD Revised Utility Rules and Regulations (URR);

3. DEFINITION OF TERMS

Refer to “[Annex A](#)” for definition of terms and Acronyms

4. RESPONSIBILITIES

- 4.1. Conducts ocular inspection of NWSCA and assign appropriate account number thereto within three (3) working days upon receipt;
- 4.2. Evaluates various customer related concerns and recommend appropriate action thereto within three (3) working days upon receipt;
- 4.3. Conducts serving of various office and customer related communications ensuring these communications are served within three (3) working days upon receipt;
- 4.4. Conducts investigation of reported illegal connections pursuant to R.A 8041 and Section 22 of the Revised Utility Rules and Regulations of MNWD within three (3) working days upon receipt of the report and prepares related reports thereof;

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5. PROCEDURES

This section describes the procedures involved in one of the support process of the MNWD – Quality Management System which is the Inspection and Investigation Processes

5.1. Inspection of New Water Service Connection Applications (NWSCA) ([Figure 1](#))

- 5.1.1. Personnel-in-charge conducts ocular inspection of New Water Service Connection Applications within three (3) days upon receipt and assign account number thereto in accordance with the zone and book designated in the area;
- 5.1.2. Personnel-in-charge prepares and submits summary of inspected NWSCA for encoding by Frontline Service personnel;

5.2. Evaluation of various customer related concerns ([Figure 2](#))


- 5.2.1. Personnel-in-charge conducts ocular inspection of various customer related concerns within three (3) working days and shall ensure to determine the appropriate action to be carried out relevant to the nature and the result of evaluation;
- 5.2.2. Personnel-in-charge prepares and submits summary of evaluated AIO's within the day;

5.3. Serving of various office and customer related communications ([Figure 3](#))

- 5.3.1. Personnel-in-charge conducts personal serving of various office and customer related communications within three (3) working days upon receipt of various customer related communications;
- 5.3.2. Personnel-in-charge prepares and submits summary of served various office and customer related communications within the day;

5.4. Investigation of reported illegal connections pursuant to R.A 8041 (National Water Crisis Act of 1995) and Section 22 of the MNWD Revised Utility Rules and Regulations ([Figure 4](#))

- 5.4.1. The personnel-in-charge shall provide the informant a duplicate copy of Tipster's Information Sheet;
- 5.4.2. The personnel-in-charge shall receive the duly filled-up information sheet indicating the date and time of submission thereof and provide the informant a copy;
- 5.4.3. Personnel-in-charge endorse the office copy of information sheet to the personnel-in-charge of FS for the issuance of AIO;
- 5.4.4. Upon receipt of AIO from personnel-in-charge of FS, the personnel-in-charge shall conduct ocular inspection and investigation of reported illegal connection

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within three (3) working days and thereby gather the necessary information and documentation to prove the reported violation;

- 5.4.5. Personnel-in-charge shall recommend by indicating the appropriate action to be carried out with regards to the reported violation on the issued AIO;
- 5.4.6. Personnel-in-charge prepares and submits summary of inspected illegal connections within the day;
- 5.4.7. Personnel-in-charge prepares and submits the related reports of illegal connection within five (5) working days upon inspection;

6. FORMS AND TEMPLATES

6.1. Inspection of New Water Service Connection Applications

- 6.1.1. New Water Service Connection Application – “[CSDF06](#)”
- 6.1.2. Authorization to Sub Connect – “[CSDF07](#)”
- 6.1.3. Route Slip – “[CSDF09](#)”
- 6.1.4. Daily Accomplishment Report – “[CSDF02](#)”

6.2. Evaluation of various customer related concerns


- 6.2.1. Assignment Implementation Order – “[CSDF01](#)”
- 6.2.2. Daily Accomplishment Report – “[CSDF02](#)”

6.3. Delivery/Serving of various office and customer related communications


- 6.3.1. Daily Accomplishment Report – “[CSDF02](#)”

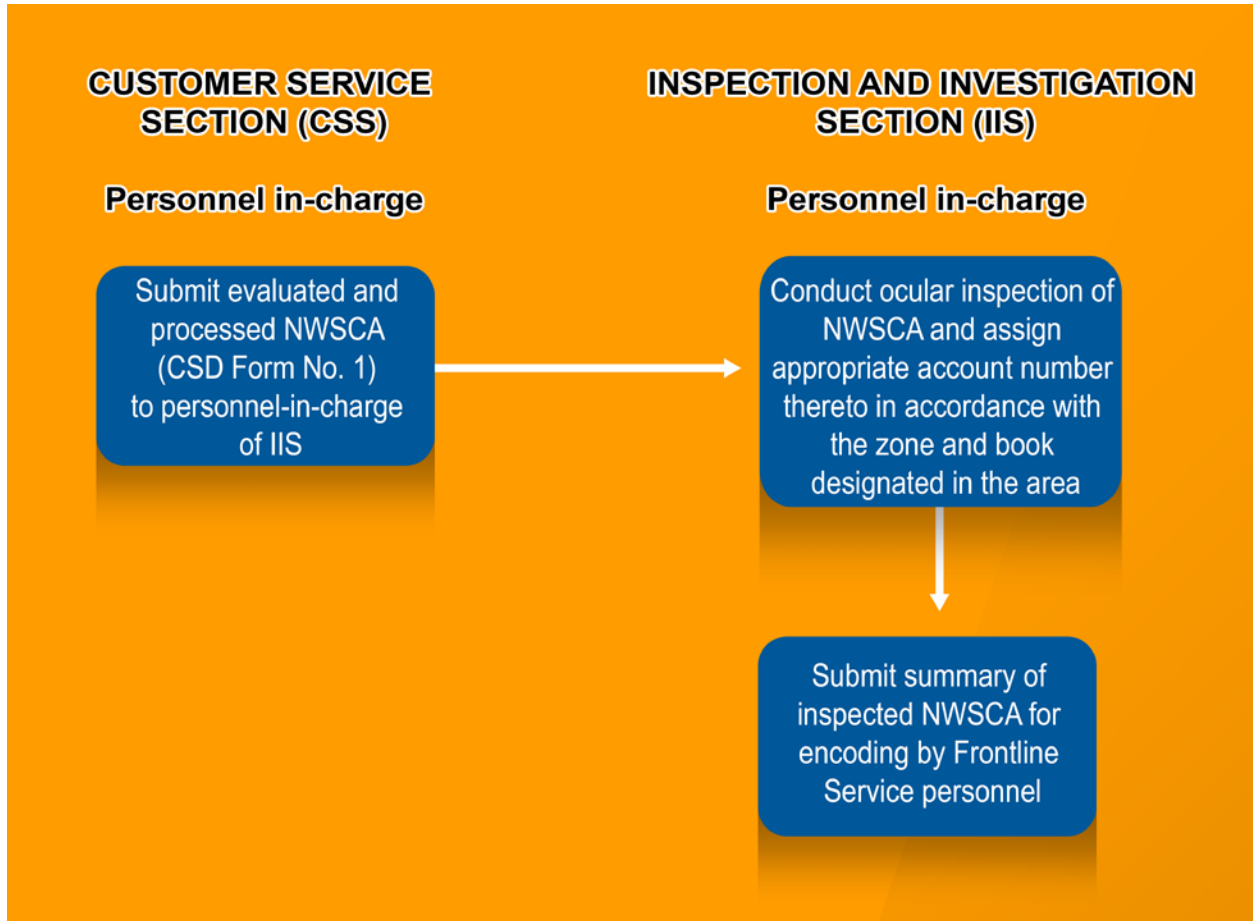
6.4. Investigation of reported illegal connections pursuant to R.A 8041 (National Water Crisis Act of 1995) and Section 22 of the MNWD Revised Utility Rules and Regulations (URR)


- 6.4.1. Tipster’s Information Sheet – “[CSDF10](#)”
- 6.4.2. Assignment Implementation Order (AIO) – “[CSDF01](#)”
- 6.4.3. Daily Accomplishment Report – “[CSDF02](#)”

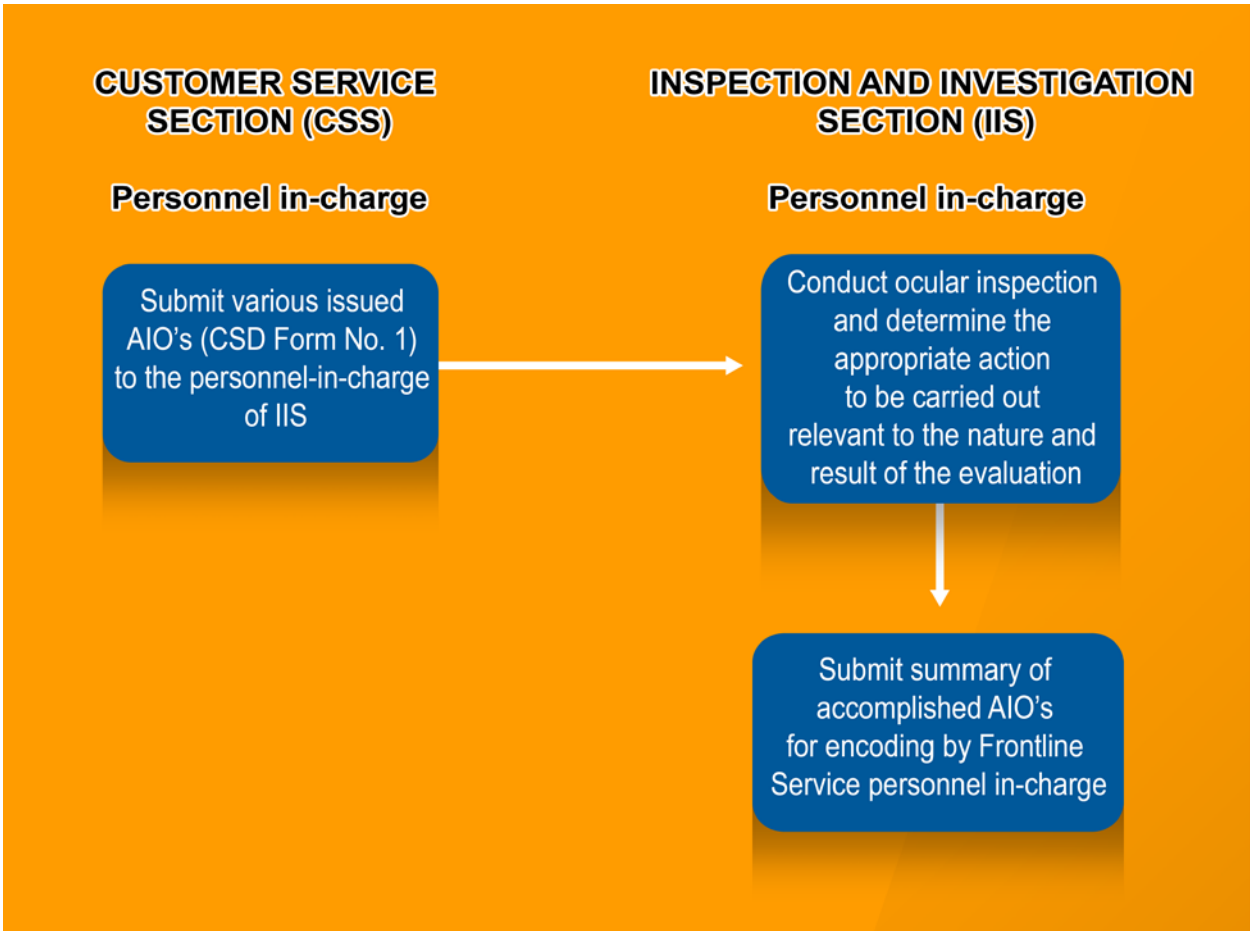
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	ANNEX A	Revision No.:	0
	GLOSSARY OF TERMS	Effectivity Date:	March 2017
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TERMS	DEFINITION
AIO	ASSIGNMENT IMPLEMENTATION ORDER
NWSCA	NEW WATER SERVICE CONNECTION APPLICATION
FUS	FOLLOW-UP SLIP
RS	ROUTE SLIP
IIS	INSPECTION AND INVESTIGATION SECTION
WDRD	WATER DISTRIBUTION AND RESTORATION DIVISION
CS PROGRAM	CUSTOMER SERVICE PROGRAM
DMA	DIVISION MANAGER A
DBSR	DAILY BILLING SUMMARY OF REPORT
BAM	BILLING ADJUSTMENT MEMO
NAB	NOTICE OF ADJUSTED BILLING
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
CDS	COLLECTION AND DISCONNECTION SECTION
CSS	CUSTOMER SERVICE SECTION
AFR	APPLICATION FOR RECONNECTION
AFD	APPLICATION FOR DISCONNECTION
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
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
OR	OFFICIAL RECEIPT
OGM	OFFICE OF THE GENERAL MANAGER

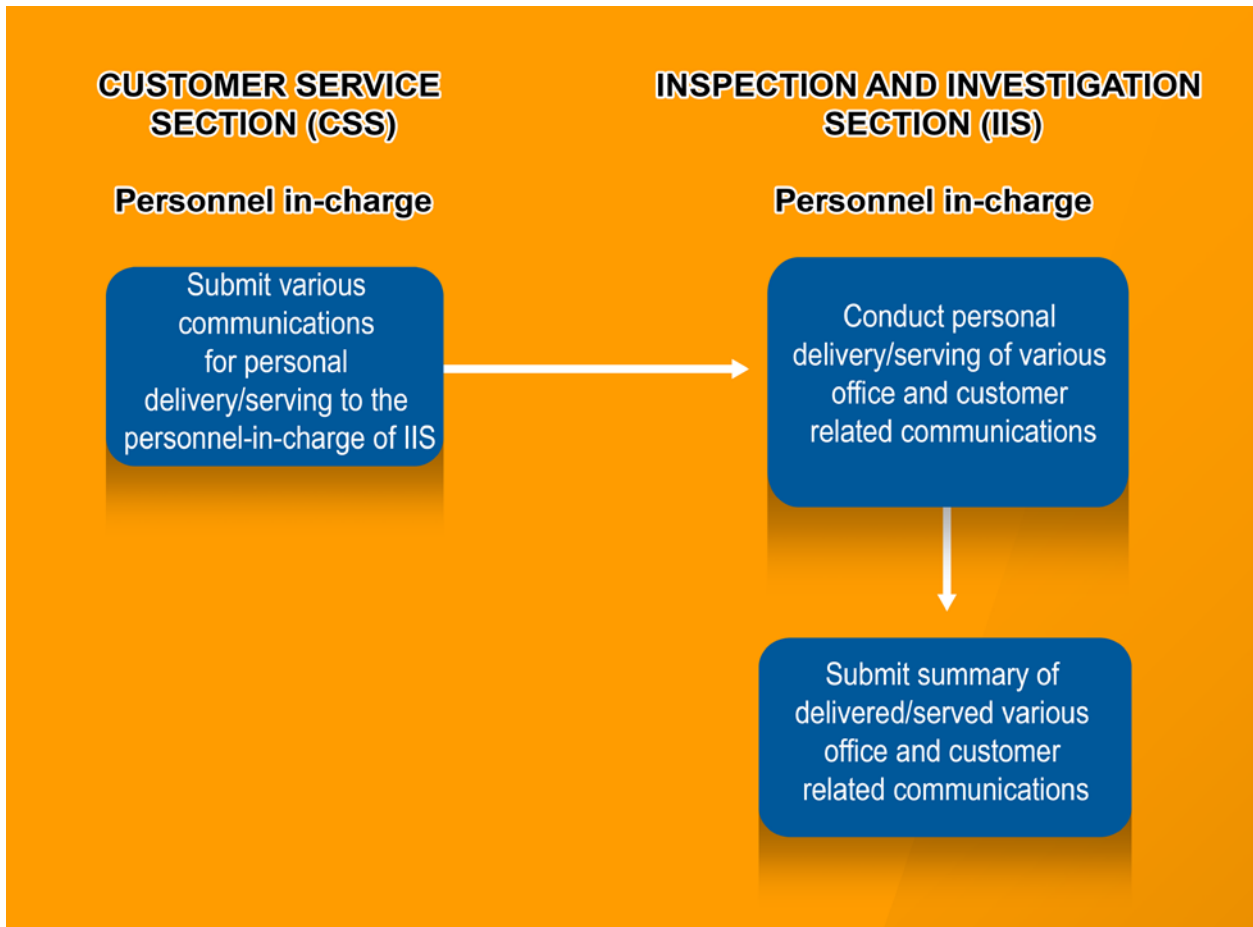
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	INSPECTION OF NWSCA (FIGURE 1)		Effectivity Date: March 2017
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	FLOWCHART		Revision No.: 0
	EVALUATION OF VARIOUS CUSTOMER RELATED CONCERNS (FIGURE 2)		Effectivity Date: March 2017
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	PERSONAL DELIVERY-SERVING OF VARIOUS COMMUNICATIONS (FIGURE 3)		Effectivity Date: March 2017
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	INVESTIGATION OF REPORTED ILLEGAL CONNECTIONS (FIGURE 4)	Effectivity Date:	March 2017	
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