 <p style="text-align: center;"> Republic of the Philippines City of Koronadal Water District Block I, Casa Subd., Zone III, City of Koronadal, South Cotabato </p>	DOC ID No.: CKWD-QP-CASD-001	Date of Issuance: 02-03-2017
	Division/Section: COMMERCIAL	Revision No.: 0
TITLE:	NEW SERVICE CONNECTION APPLICATION PROCEDURE	
		Date of Revision: -

I. OBJECTIVE

This procedure describes the process of new service connection application.

II. SCOPE

This procedure covers the receiving, processing, approval, installation of new service connection application, activation and creation of accounts.

III. DEFINITION OF TERMS

- a. ACR(Account Creation Report) – list of new created account
- b. BM (Bill of Materials) –labor and material costs.
- c. CSA (Customer Service Assistant) – person in-charge of receiving and processing of new service connection application.
- d. DM (Division Manager) – approving authority for new service connection application.
- e. DNSCR (Daily New Service Connection Report) – list of new service connection application for survey.
- f. AEF (Application/Estimation Fee) – survey fee amounting to 150 pesos.
- g. NSA (New Service Application) – section that caters the availment of water service connection.
- h. CSCD (Customer Service Complaints Desk/Public Information Desk) – personnel(s) assigned to entertain queries and issue priority number.
- i. SACO (Service Application and Construction Order) – New Service Connection Application Form.
- j. RIS (Requisition Issue Slip) – form used to withdraw materials.
- k. BCWIN (Billing and Collection for Windows) – software application used in new service connection application and customer welfare processes.
- l. WMM (Water Maintenance Man) – person in-charge in the conduct of actual survey.
- m. SR (Service Request Form) – form issued to plumbers defining the specific work to be accomplished and serves as accomplishment monitoring tool.
- n. WMGF (Water Maintenance General Foreman) – assign, release work order and record, issue RIS of installation materials.

IV. REFERENCE DOCUMENTS

- a. Service Connection Contract
- b. Citizen’s Charter

V. RESPONSIBILITY AND AUTHORITY

- a. Division Manager shall be responsible for:
 - i. Reviewing of submitted documents
 - ii. Approval of new service connection application and signing of service contract
- b. Customer Service Officer shall be responsible for:
 - i. Releasing of the approved SACO for installation
 - ii. Endorsement of big size meter application
 - iii. Encoding and assigning of meter numbers
 - iv. Preparation of SRS
- c. Customer Service Assistant shall be responsible for:
 - i. Receiving, processing and evaluating of SACO and other supporting documents
 - ii. Preparation of BM

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- iii. Conduct new service connection application orientation
- iv. Segregation and filing of SACO
- a. Water Maintenance Man(Inspector) shall be responsible for:
 - i. Conduct actual survey
 - ii. Determine the type and size of water connection
 - iii. Verify plumpness of installation

VI. PROCEDURE DETAILS

a. New Water Service Connection Application

Process Flow	In-charge	Process Description	Records
Start			
↓			
Receive SACO	CSA	Shall receive new service connection application inquiry and enlist for orientation.	SACO
↓			
Conduct orientation	CSA	Shall conduct new service connection application orientation. Shall log application's information at logbook.	Attendance Record
↓			
Conduct survey on site	WMM	Shall conduct field survey, determine the size and type of water service connection and record estimate on SACO and DNSCR.	Daily New Service Connection Report, SACO & Pipeline Map
↓			
Process and evaluate requirements	CSA	Shall encode and generate Estimate of materials. Shall verify submitted requirements. Shall sent SMS message for payments	SACO & Submitted Requirement Estimation Form
↓			
A			




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A			
↓			
Receive payments	Teller	Shall receive payment for installation cost and issue official receipt.	Official Receipt
↓			
Approval of SACO	DM	Shall review and approve new service connection application and sign service connection contract.	SACO & Service Connection Contract
↓			
Release Work Order/Service Request	WMGF	Shall assign, record and release work order to plumbers. Shall prepare RIS for issuance of installation materials.	RIS/Work Order/SR
↓			
Issuance of installation materials	Warehouse Man	Shall release materials for installation and prepare materials pass slip for counter checking by the guard-on-duty.	RIS & Materials Pass Slip
↓			
Installation of new water service connection	Installer	Shall properly install new service connection on site.	SACO & Work Order
↓			
Inspection of installation	WMGF	Shall inspect plumpness of newly installed new service connection and sign work order if properly accomplished.	Work Order
↓			
Receipt and activation of new water service	SCSO	Shall receive accomplish work order and activate new service connection.	Work Order
↓			
Creation of account	CSA	Shall receive and create new account. Shall generate and submit Account Creation Report to Billing Section.	ACR
↓			
End			

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b. Reports

Reports	Frequency	Responsible
DNSCR	Daily	CSA/WMM
Work Order Report	Daily	SCSO
Stock Requisition Slip	Daily	SCSO
Account Creation Report	Weekly	CSA

VII. PERFORMANCE INDICATORS

- a. The CSA shall ensure the authenticity of the documents submitted by the applicants.
- b. Inspector shall ensure the correctness of the estimate and type and size of water connection and the plumpness of the installation.
- c. The CSO shall ensure that the service connections are installed within the prescribed period.

VIII. ATTACHMENTS AND FORMS

- a. Form 1 - Service Application and Construction Order (SACO)
- b. Form 2 - Attendance Record
- c. Form 3 - CITY OF KORONADAL WATER DISTRICT Official
- d. Form 4 - Bill of Materials
- e. Form 5 - Daily New Service Connection Report (DNSCR)
- f. Form 6 - Work Order
- g. Form 7 - Store Requisition Slip
- h. Form 8 - Materials Pass Slip
- i. Form 9 - Account Creation Report (ACR)

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