	PROCEDURES AND WORK INSTRUCTIONS MANUAL	HANDLING CUSTOMERS REQUEST AND CONCERNS
	DOCUMENT CODE: PRMI-COM-RAC-001	DATE OF EFFECTIVITY: JANUARY 1, 2017 REVISION NO.: 00

1.0 Purpose

1.1 To properly address customers request and concerns and take corrective actions to satisfy customer's expectations and requirements.

2.0 Scope

2.1 The procedure covers the activities in handling customers request and concerns in relation to water service connection.

3.0 Responsibilities

3.1 Customer Service Assistant - is responsible for handling and assisting customer's request and concerns.

3.2 Customer Service Officer - ensure all request and concerns are completely processed within standard response time.

3.3 Senior Customer Service Officer (SCSO) and Division Manager (DM)- is responsible for the review and approval of customer's request and concerns.

4.0 Definition of Terms

4.1 High Consumption - above average water consumption of a concessionaire or above normal water consumption of a concessionaire.

4.2 Leakage - request for repair of leaking water meter, service line and main line


4.3 Water Quality Concerns - low pressure, dirty water concerns of a concessionaire.

4.4 Water Meter Concerns - request for replacement of water meter due to break down, stolen and worn out.

4.5 Maintenance Concerns - request for repair and maintenance of water meter and service connection.

4.6 Complaints - an external claims from customer that does not conform to their requirement.

5.0 Equipment/Software

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	DOCUMENT CODE: PRMI-COM-RAC-001	DATE OF EFFECTIVITY: JANUARY 1, 2017
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5.1 Total Consumer Management System (TCMS)

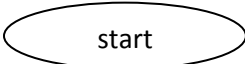
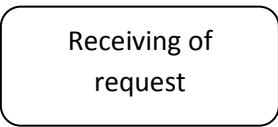
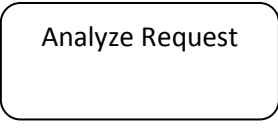
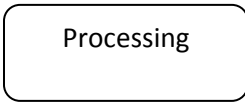
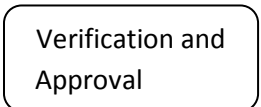
5.2 Computer


5.3 Printer

5.4 Total Utility Billing System plus (TUBS+)

6.0 Process Details

6.1 Handling customer's service request and concerns for high consumption, water quality concerns, water meter concerns, maintenance concerns and leakages.


Process Flow	In-charge	Process Description	Records
			
	CSA	Receiving of service request/concern	
	CSA	Analyzing customers request/concern	TCMS
	CSA	Preparation of customer's service request form	TCMS Service Request
	SCSO DM	Review and Approval of service request/concern	

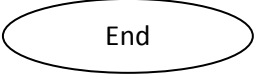
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<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 0 auto;">Execution</div>	Concerned Department/ Division/Section	Execution of the service request/concern	Service request
<div style="border: 1px solid black; border-radius: 50%; padding: 5px; width: fit-content; margin: 0 auto;">End</div>			

6.2 Handling Customer's Complaints

<div style="border: 1px solid black; border-radius: 50%; padding: 5px; width: fit-content; margin: 0 auto;">Start</div>			
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 0 auto;">Receiving of Customers' Complaint</div>	CSA	Receiving of Customer's Complaints and forward it to the concerned department/division/section	
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 0 auto;">Analysis of Customer's Complaint</div>	Concerned Department/ Division/Section	Conduct Analysis of Customer's Complaints	Complaint letter
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 0 auto;">Implementation</div>	Concerned Department/ Division/Section	Shall perform necessary actions to address the complaint	
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 0 auto;">Feedback</div>	SCSO	Shall communicate the status/actions taken to the customer's complaint	

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7.0 Instructions

7.1 Handling customer's service request and concerns for high consumption, water quality concerns, water meter concerns, maintenance concerns and leakages.

7.1.1 The CSA shall received the request/concern of the customer.

7.1.2 The CSA shall determine the type of request/concern of the customer

7.1.2.1 Leakage

7.1.2.2 High Consumption

7.1.2.3 Water Meter Concerns

7.1.2.4 Water Quality Concerns

7.1.2.5 Maintenance Concerns

7.1.3 The CSA shall prepare appropriate service request form using TCMS based on the request/concern of the customer.


7.1.4 The formulated service request shall be verified and approved by the SCSO and the Division Manager.

7.1.5 The approved service request shall be forwarded to the concerned department/division/section for execution.

7.2 Handling Customer's Complaints

7.2.1 The CSA shall received the customer's complaint and forward it to the concerned department/division/section.

7.2.2 The concerned Department/Division/Section shall analyze and investigate the complaint of the customer.

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7.2.3 The concerned Department/Division/Section shall formulate actions to address the complaint.

7.2.4 The SCSO shall communicate the actions taken to the complaint to the customer.

8.0 Attachments/Forms

8.1 Service Request Form

8.2 Letter of complaint