



## DOCUMENT REVIEW REQUEST AND REGISTRATION FORM

DRRF Number	Document Number	Document Title	Date Received
014	OWD-WI-COML-006	REQUEST FOR CHANGE OF SERVICES	August 14, 2017
Old Revision	Old Document Number	Description of Changes	Origination Date
		INITIAL DOCUMENT	August 11, 2017
New Rev. No.	New Document Number		Released Date
			August 14, 2017

**Reason for Change:**

- Change in operational process
- Error Correction
- For Improvement
- Others, please specify

**Type of Document:**

- New
- Revision
- Complete
- Partial Number of Pages: \_\_\_\_\_

**Originating Department**

Dept./ Sec.	Prepared by:	Approved by:
COML	GINA S. PALOMO	BENIGNO P. ANDRES General Manager

**Purpose:**

Initial Review	QMR/Deputy QMR Remarks:	Signature

**Reviewing Division/ Section**

Division/ Sec.	Name of Approver	Comments/ Suggestions	Signature
OFFICE OF THE GENERAL MANAGER	BENIGNO P. ANDRES		
ADMINISTRATIVE AND FINANCE DEPARTMENT	CONRADO D. BUENAVENTURA JR.		
COMMERCIAL SERVICES DEPARTMENT			
ENGINEERING AND WATER RESOURCES DEPARTMENT	HERMINIGILDO S. CANLAS		
MANAGEMENT SERVICES DIVISION			
ADMINISTRATIVE/HUMAN RESOURCES DIVISION			
FINANCE DIVISION			
CUSTOMER ACCOUNTS DIVISION			
CUSTOMER SERVICES DIVISION			
ENGINEERING DIVISION			
WATER RESOURCES DIVISION			

**DOCUMENT REGISTRATION APPROVAL**

DCC Checking Status	DCC Received	DCC Remarks	QMR Approval



	<b>TITLE:</b>  <b>REQUEST FOR CHANGE OF SERVICES</b>	Doc. Control No.	OWD-WI-COML-006	
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		Effective Date	August 14, 2017	

**1.0 PURPOSE**

1.1 This procedure defines the process of request for change of services.

**2.0 SCOPE**

2.1 The scope of this procedure encompasses the request for change of the services such as:

- 2.1.1 Change of meter
- 2.1.2 Relocation of meter
- 2.1.3 Check-up of meter and service line
- 2.1.4 Repair of services
- 2.1.5 Other related changes requested by clients

**3.0 ASSOCIATED DOCUMENTS**

- 3.1 ORANI Water District Operations Manual
- 3.2 TUBS
- 3.3 Civil Service Citizen's Charter

**4.0 DEFINITION OF TERMS**

- 4.1 Quality Service - a system of satisfactorily providing for wants, need and desires of customer.
- 4.2 Customer Service - is the organization's responsiveness to the needs of clients.

**5.0 RESPONSIBILITIES**

5.1 Maintenance Team will undertake the maintenance works requested/directed.

**6.0 PROCEDURES**

- 6.1 Open TUBS for viewing of records/ accounts of client through Maintenance Order Form by clicking the system for the request maintenance works/ services (i.e. change/ relocate meter, transfer of service line, repair leakages).
- 6.2 Prepare Maintenance Materials Request Form (MMRF) to request materials needed for maintenance works.
- 6.3 Maintenance Team shall undertake the maintenance works.

**7.0 RECORDS**

- 7.1 TUBS – Maintenance Order (MO)
- 7.2 MMRF Form

**ORANI WATER DISTRICT**

Centro Uno, Orani, Bataan

website: www.oraniwater.com.ph

**MAINTENANCE MATERIAL REQUEST FORM**

Account No.:

Name:

Address:

**List of Materials:**

Qty.	Unit	Description	Size	Unit Cost	Total	Qty.	Unit	Description	Size	Unit Cost	Total
	pc	Adaptor					m	Pipe, GI			
	pc	Bushing					pc	Pipe, PVC			
	pc	Clamp, saddle					pc	Plug			
	pc	Coupling					pc	Tail Piece			
	pc	Elbow					pc	Tee			
	pc	Elbow, Red.					pc	Tee, Reducer			
	pc	Elbow, St.					pc	Teflon			
	pc	End Cap					pc	Union			
	pc	Gibault					pc	Valves, Ball			
	pc	Nipple						Cement			
	m	P.E Tubing						Sand			
	pc	Piece, Rep.						Others			

**Maintenance Order**

Mainline Leak	Excavation	Length
Service Line Leak	Backfill	Width
Meter Leak	Cutting	Depth
Stand Pipe Leak	Breaking	Cutting Length/Pavement
Others	Compaction	Type/ Thickness
	Restoration	

Remarks:

Requested by:

Approved by:

Name/Date

Division Manager