

CALOOCAN CITY WATERWORKS SYSTEM (PATUBIG)

VISION

Provide, safe and potable water supply to the residents of North Caloocan City.

MISSION

Proper maintenance of existing elevated water tanks and deep-well equipment.

FRONTLINE SERVICE	WATER PRODUCTION THROUGH DEEPWELL
STEP/ PROCEDURE	Operate the pump station by filling up the tank to provide water to the consumers via pipe-laid length that stretches to the water installation of every concessionaires
SERVICE PROVIDER	Pump Operator
TIME FRAME	24-hour non-stop operation

FRONTLINE SERVICE	BILLING (METER READING AND BILLING PROCEDURES)
STEP 1	Monthly reading of the data from each individual consumer's water meter
SERVICE PROVIDER	Meter Readers: - JUANITA A. BANTON - LOLITO B. TORRES - HONEY C. BRUSOLA - MA. CORAZON G. TUAZON Recorders: - AMALIA S. ASIO - EVELYN H. JULIO - MARYJANE S. CHAN - MERCY T. MONIS - ELMA L. EJAR - ROSITA B. PADRIGANO - GRACE ANNE T. HERMO
TIME FRAME	5 to 7 days
STEP 2	Process Statement of Account based on data input of assigned meter readers
SERVICE PROVIDER	Billers: - GINA S. BIEN - MARILOU S. TICLAO - ABEGAIL O. CASILLA
TIME FRAME	5 to 7 minutes
REQUIRED DOCUMENT/S	Bills or Statement of Accounts
REQUIRED FEES	Current monthly balance

FRONTLINE SERVICE	CUSTOMER ASSISTANCE CENTER
STEP 1	Log complaints and queries
SERVICE PROVIDER	CONCERNED DUTY RECORDER/ BILLER
STEP 2	Forward complaints/ queries to Production Section
SERVICE PROVIDER	RIXCHANDER GILBERT ROBLES
STEP 3	Take necessary action
SERVICE PROVIDER	RENATO RICOHERMOSO – Area Supervisor (Kaliwa) 1. ARNEL G. SALVANTE (PLUMBER) 2. JAIME D. CATALUÑA (PLUMBER) 3. REYNALDO RESIDUO (PLUMBER) 4. RAUL S. MIANO (PLUMBER) 5. GREGORIO G. RIGOS, JR. (PUMP OPERATOR)

FRONTLINE SERVICE	CUSTOMER ASSISTANCE CENTER(cont.)
SERVICE PROVIDER	BENJAMIN A. LAGATIC – Area Supervisor (Kanan) 1. GOLIATH O. DE VERA (PUMP OPERATOR) 2. HENRY Z. INOSANTO (PUMP OPERATOR) 3. RENATO P. MARASIGAN (PUMP OPERATOR) 4. JULIUS B. OPERARIO, SR. (PLUMBER) 5. NICANOR E. SALENTE (PLUMBER) 6. BIBIANO I. TOBIAS (PLUMBER)
TIME FRAME	1 to 2 days
REQUIRED FEES	None

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

Email Address:

Telephone Numbers: