



4. Usage and Payments of Utilities (Telephone Lines, Water and Electricity Connections)

Monitors and processes payment on its consumption of applications for installation of telephone lines, water and electricity connections.

OFFICE OR DIVISION:		Operations, Coordination and Monitoring Division		
CLASSIFICATION:		Simple, Complex		
TYPE OF TRANSACTION:		G2B (Government to Business)		
WHO MAY AVAIL:		Utility Concessionaires		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing/Statement of Account		Utility Concessionaires (Meralco, PLDT, Maynilad, Manila Water)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Billing or Statement of Account.	1.1. Receives the documents and routes to the Operations, Coordination and Monitoring Division.	None	1 minute	<i>Assigned Staff</i> Administrative Division
	1.2. Checks completeness of documents. Prepares and submits necessary financial and supporting documents for processing of payment.	None	3 days	<i>Assigned Staff</i> Operations, Coordination and Monitoring Division
	1.3. Final reviews/ initials/signs necessary financial and supporting document/s prior to submission to the City Administrator.	None	30 minutes	<i>Special Operations Officer V</i> Operations, Coordination and Monitoring Division
	1.4. Approves/signs documents.	None	30 minutes*	<i>City Administrator</i>
	1.5. Encodes data on consumption. Monitors process flow of documents for	None	15 days	<i>Assigned Staff</i> Operations, Coordination and Monitoring Division



	payment by authorized signatories until signing of bank check.			
TOTAL		NONE	18 DAYS* 1 HOUR 1 MINUTE	

Note: * Subject to time availability of the signatory due to prior meeting/s scheduled and/or due to immediate notice by the City Mayor. Qualified for multi-stage processing.