

PUBLIC ASSISTANCE

Schedule of Availability of Service: 24/7 call and text hotline

Walk-in

Monday – Saturday	Main Office:	432-1316
8:00 am – 5:00 pm	DBB Branch Office:	432-1302
	Paliparan Site:	540-0240

Who may avail of the service:

Concessionaires of Dasmariñas Water District

What are the requirements:

No requirement necessary

How to Avail of the Service:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
1	Proceed to Public Assistance Section to report leaks, low supply of water and other concerns.	Prepare Trouble Call Slip with detailed information including name of the concessionaire, address, contact number, date and time of report. Forward Trouble Call Slip to concerned division.	10 minutes	Public Assistance Clerk	N/A	Trouble Call Slip

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in charge	Fee	Form
2		<p>Leak Repairs Actual repair of leaks. Trouble Call Slip must be signed by the concessionaire. In case materials are needed, amount of said materials will appear on the succeeding bill.</p> <p>Low Water Supply and other production-related problem Trouble Call Slip will be forwarded to Production Division for inspection and solution of reported problem.</p>	<p>1 hour</p> <p>1-3 days</p>	<p>Maintenance Crew</p> <p>Production Crew</p>	<p>N/A</p> <p>N/A</p>	<p>Trouble Call slip</p> <p>Trouble Call slip</p>

END OF TRANSACTION