

Action Center

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

Walk-in

Monday – Sunday
8:00 am – 5:00 pm

Main Office: 432-1316
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 Action Center 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	Action Center		Trouble Call Slip
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>	1 hour	Maintenance Crew		Trouble Call slip
		<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>	1-3 days	Production Crew		Trouble Call slip

END OF TRANSACTION