



**MUNICIPALITY OF TUBIGON**

# **CITIZEN'S CHARTER**





# **WATERWORKS OFFICE**

## ADMINISTRATIVE SERVICES





**2. REPAIR and MAINTENANCE (Leaks, No water Supply, High Bill)**

To provide access to potable water supply and dedicated service of safe and adequate water within the area of operation for the benefit of its constituents as its primary concern.

|  |   |                   |                            |
|--|---|-------------------|----------------------------|
| Office or Division:  | WATERWORKS OFFICE                       |                   |                            |
| Classification:  | SIMPLE                                  |                   |                            |
| Type of Transaction:   | G2C-Government to Client                |                   |                            |
| CHECKLIST OF REQUIREMENTS  |   | WHERE TO SECURE   |                            |
| 1. Complaint Form  |   | Waterworks Office |                            |
| CLIENTS  | AGENCY ACTION                           | FEES TO BE PAID   | PROCESSING TIME            |
| 1. Submit filled out complaint form  | Evaluates and reviews filled out form   |                   | 1-2 hours for minor repair |
| 1. Submit the evaluated form to Waterworks Superintendent for immediate response | Complaint will be responded immediately | None              | 1-2 days for major repair  |
|  |   |                   |                            |
|  |   |                   |                            |
| TOTAL:   |   | None              |                            |