



10. REFUND OF PAYMENT

The process to be able to cater customer with refund of their over payment of water bill and/or unused materials.

Office or Division:	Customer Service Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of payment (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BLWD office and approach the PACD Officer / Customer Service Officer.	1. Received request for refund	None	<i>5 minutes</i>	Customer Service Officer
2. None	2. Validate request for adjustment and the documents submitted if necessary supporting documents are complete.	None	<i>15 minutes</i>	Customer Service Officer
3. None	3. Forward request to Finance Department	None	<i>5 minutes</i>	Customer Service Officer
Total:		None	<i>25 minutes</i>	