



## 14. COLLECTION ADJUSTMENT PROCEDURE

The process to be able to cater customer with adjustment in their accounts and ensure that adjustments are in accordance with the BLWD Utility Rules and Regulations.

<b>Office or Division:</b>	Customer Service Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Balanga Water District Concessionaire			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Water Bill Receipt (1pc., Original)		Concessionaire		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the BLWD and approach the PACD Officer / Customer Service Officer.	1. Received request for collection adjustment.	None	5 minutes	Customer Service Officer
2. Submit all necessary documents	2. Validate request for transferring of payments and documents submitted if necessary supporting documents are complete.	None	15 minutes	Customer Service Officer
3. None	3. If complete, post collection adjustment to MRBCMS server. Ensure that the data entered in customer's ledger are accurate and with correct entries.	None	10 minutes	Customer Service Officer
4. None	Printing of collection adjustment Memo to be approved by the signing manager.	None	5 minutes	Customer Service Officer
<b>Total:</b>		None	35 minutes	