



2. INQUIRY PROCEDURE – SENIOR CITIZEN DISCOUNT

Application for Senior Citizen Discount

Office or Division:	Customer Services Division			
Classification:	Simple			
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. Senior Citizen ID (1pc., Original)		Concessionaire		
1. Senior Citizen Form (1pc., Original)		Balanga Water District Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the Customer Service to inquire for new connection.	1. The Customer Service Officer interview the client and ask for the requirements.	None	<i>5 minutes</i>	Customer Service Officer
2. Fill up the Senior Citizen Application Form.	2. The Customer Service Officer give the Senior Citizen Application Form to the client indicating the follow: 1. Applicant's Name 2. Address 3. Contact Number 4. Senior Citizen ID No.	None	<i>10 minutes</i>	Customer Service Officer
3. None	3. The Customer Service Officer will encode the details in the computer.	None	<i>5 minutes</i>	Customer Service Officer
4. None	4. The Customer Service Officer logs the transaction in the Senior Citizen Logbook noting the following: 1. Customer Name 2. Account Number 3. Date	None	<i>5 minutes</i>	Customer Service Officer
Total:		None	<i>25 minutes</i>	