



## 40. Payment of refund of water bill/materials above P1,000 to concessionaires

Filing of payment of refund of water bill / materials above P1,000 to concessionaires.

|   |   |                                      |                        |                                      |
|---|---|--------------------------------------|------------------------|--------------------------------------|
| <b>Office or Division:</b>  | Accounting Division   |                                      |                        |                                      |
| <b>Classification:</b>  | Simple  |                                      |                        |                                      |
| <b>Type of Transaction:</b>   | G2C - Government to Citizen   |                                      |                        |                                      |
| <b>Who may avail:</b>   | All Concessionaires of Balanga Water District with refund of water bill/materials above P1,000  |                                      |                        |                                      |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      |   | <b>WHERE TO SECURE</b>               |                        |                                      |
| 1. Collection Adjustment (applicable for water bill) (1pc., Original) |   | Utilities Customer Service Assistant |                        |                                      |
| 2. Return Slip (applicable for materials) (1pc., Original)            |   | BLWD - Administrative Division       |                        |                                      |
| 3. Official 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. None   | 1. Accepts complete attachments and prepare the Disbursement Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment. | None                                 | 10 minutes             | Senior Accounting Processor A        |
| 2. None   | 2. Certifies that the charges to appropriation/allocation necessary, lawful and under his direct supervision and signs the BUS.   | None                                 | 3 minutes              | Supervisor                           |
| 3. None   | 3. Certifies the BUS and forwards it to Finance Dept. Manager   | None                                 | 10 minutes             | OIC Cash Management Division Manager |
| 4. None   | 4. Certifies and signs the correctness of DV and supporting documents and the forwards it to the  | None                                 | 3 minutes              | Finance Department Manager           |



|  |   |      |                  |                     |
|--|---|------|------------------|---------------------|
|  | General Manager.  |      |                  |                     |
| 5. None  | 5. Approves the Disbursement Voucher and Journal Voucher                    | None | <i>3 minutes</i> | General Manager     |
| 6. None  | 6. Prepares and signs the checks and then forward it to the General Manager | None | <i>5 minutes</i> | Supervising Cashier |
| 7. None  | 7. Countersigns the check.  | None | <i>3 minutes</i> | General Manager     |
| 8. Claims the check to the Supervising Cashier and issue official receipt. | 8. Releases the check to supplier.  | None | <i>3 minutes</i> | Supervising Cashier |
| <b>Total:</b>  |   | None | 40 minutes       |                     |