



9. HANDLING OF CUSTOMER REQUEST / COMPLAINT PROCEDURE

Process to handle customer request / complaint to provide customer satisfaction.

Office or Division:	Customer Services 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		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD office and approach the PACD Officer about your complaints.	1. The PACD Officer will interview the client for their complaint. An assessment will be made if the complaint needs action from the customer servicing division or if it's a special case this will be endorsed to the concern division.	None	5 minutes	PACD Officer / Customer Service Officer
2. Enumerate your complaints to the Customer Service Officer.	2. The Customer Service Officer will identify the nature of request. The following request requires payment of fees prior to issuance of Maintenance Order: a. Transfer of Source b. Replacement of defective materials c. Disconnection d. Re tapping Request not requiring payment (M.O): a. Leak before the meter. b. Repair service line and main line of BLWD. c. Disconnection d. Meter Calibration e. Mainline Leak Prepare and print	None	15 minutes	Customer Service Officer



	Maintenance Order for appropriate action. Facilitate the signing of issued M.O from the customer.			
3. None	3. Record M.O. to Logbook and forward the M.O. together with the M.O. logbook to be received by the concerned division.	None	<i>5 minutes</i>	Customer Service Officer
Total:			25 minutes	