



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	1. Received request for refund and transfer to Customer Service Assistant	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. The customer service assistant checked all the requirements for refund of payment and forward to Division Manager for approval. If approved	None	15 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
3. None	3. The customer service assistant record the refund for the payment in BAM logbook and forward the approved request for refund of payment to Finance Service Dept.	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Jeanne Carpio (Department Manager B Finance Services Dept.)
Total:		None	25 minutes	