



11. GRANTING OF PROMISSORY NOTE

Requesting for promissory note.

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		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the PACD	1. The PACD Officer will transfer the customer request for a promissory note to Customer Service Assistant	None	<i>5 minutes</i>	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maricel De Asis (Utilities/Customer Service Assistant A)
2. None	2. Customer service assistant review customer's ledger and forward to Division Manager for checking and approval.	None	<i>5 minutes</i>	Maricel De Asis (Utilities/Customer Service Assistant A)
3. Sign the promissory note.	3. If approved, customer service explain the schedule for payment and prepare two (2) copies of promissory note and serve to the concessionaire.	None	<i>5 minutes</i>	Maricel De Asis (Utilities/Customer Service Assistant A)
4.	The Customer Service Assistant record the transaction in the Promissory Note Logbook noting the following: 1. Account name	None	<i>5 minutes</i>	Maricel De Asis (Utilities/Customer Service Assistant A)



	2. Account number 3. Transaction date			
Total:		None	20 minutes	