



14. DISCONNECTION ON DELINQUENT ACCOUNT PROCEDURE

The process to be able to achieve target revenue every month to pursuit of delinquent accounts.

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. None	1. Generate disconnection list from MRBCMS server and print the same after reading period.	None	1 hour	Chiqui Aranas (Utilities/Customer Service Officer A)
2. None	2. Print disconnection notice and deliver to the customer.	None	1 hour	Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A) Erick Jaime (Utilities/Customer Service Assistant B) Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I) Rolando Fajardo John John Rodriguez (Water Maintenance Man B) Julius Ebuenga (Audio-Visual Systems Technician A)
3. None	3. Check individual account for payments. Check the promissory note list, verify date committed for payment.	None	1 hour	Maricel De Asis Joseph Paguio Jayson Llamzon (Utilities/Customer Service Assistant A)



				<p>Erick Jaime (Utilities/Customer Service Assistant B)</p> <p>Deo Mendoza Carlo Diaz Gil Baluyot John Rey De Mesa (Meter Reader I)</p> <p>Rolando Fajardo John John Rodriguez (Water Maintenance Man B)</p> <p>Julius Ebuenga (Audio-Visual Systems Technician A)</p>
4. None	4. Prepare Maintenance Order for the Disconnection Team. Disconnect water meter/s from the delinquent accounts.	None	<i>10 minutes</i>	<p>Maricel De Asis (Utilities/Customer Service Assistant A)</p> <p>Marklie Paguio (Water Maintenance General Foreman)</p>
5. None	5. Encode disconnected account in MRBCMS and forward disconnected water meter to the store keeper.	None	<i>5 minutes</i>	<p>Maricel De Asis (Utilities/Customer Service Assistant A)</p> <p>Marklie Paguio (Water Maintenance General Foreman)</p>
Total:		None	3 hours and 15 minutes	