



16. COLLECTION ADJUSTMENT PROCEDURE

The process to be able to cater customer with adjustment in their accounts and ensure that adjustments are in accordance with the BLWD Utility Rules and Regulations.

Office or Division:	Customer Service 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		
1. Water Bill Receipt (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the BLWD and approach the PACD Officer	1. Received request for collection adjustment.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Submit all necessary documents	2. Validate request for transferring of payments and documents submitted if necessary supporting documents are complete. Forward to Division Manager for checking and approval.	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. If approved, post collection adjustment to MRBCMS server. Ensure that the data entered in customer's ledger are accurate and with correct entries. If not approve – end.	None	10 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)
4. None	Printing of collection adjustment Memo to be sign by Customer Service Assistant, Customer Service Officer, Supervising Customer Service Officer and Division	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Chiqui Aranas (Utilities/Customer Service Officer A)



	Manager. Customer service assistant will record the Collection Adjustment in the Collection Adjustment Logbook.			Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
Total:		None	35 minutes	