17. BILLING WITH PDA DEVICES PROCEDURE

The process to be able to billed 100% active concessionaire within the month.

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		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Preparation of monthly reading schedule as basis for meter reading schedule (Data includes reading date, Due date and disconnection date).	None	*1 hour*	**Chiqui Aranas** (Utilities/Customer Service Officer A)
2. None	2.1 Downloading of billing data from MRBCMS server to PDA device. 2.2 Ensure accurate and complete uploading of billing data to meter readers individual zone assignment.	None	*30 minutes*	**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** (Aduio-Visual Systems Technician A)
3. Receive water bill notice.	3. Performs meter reading and input to the PDA device the reading consumption, print the water bill notice, check and hand over to the concessionaire	None	*1 day*	**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** (Aduio-Visual Systems Technician A)
4. None	4. Export all the data's from PDA device in the MRBCMS and print billing summary report by zone and look for unbilled account.	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** (Aduio-Visual Systems Technician A)
5. None	5. Perform meter reading and bill tending to those unbilled connection, export data's from PDA device to MRBCMS and print billing summary by zone.	None	*1 day*	**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** (Aduio-Visual Systems

				Technician A)
6. None	6. Surrender PDA device to Customer Service Assistant for safe keeping.	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** (Aduio-Visual Systems Technician A)
7. None	7. Check and review the Daily billing summary and consolidated by zone for the month report. Submit to Finance Department	None	*1 hour*	**Chiqui Aranas** (Utilities/Customer Service Officer A) **Maria Gaybriel Datu** (Senior Financial Planning Specialist)
Total:		None	3 days and 4 hours and 30 minutes	