



2. APPLICATION FOR SENIOR CITIZEN DISCOUNT PROCEDURE

Application for Senior Citizen Discount

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		
1. Senior Citizen ID (1pc., Original)		Concessionaire		
2. Senior Citizen Form (1pc., Original)		Balanga Water District Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach PACD Officer to inquire for new connection.	1. The PACD Officer interview the client and ask for the requirements.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. Fill out the Senior Citizen Application Form.	2. The PACD Officer serve the Senior Citizen Application Form to the client indicating the follow: 1. Applicant's Name 2. Address 3. Contact Number 4. Senior Citizen ID No. 5. Birthdate	None	10 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
3. None	3. The PACD Officer forward the senior citizen application form to Supervising Customer Service Officer and Division manager for approval	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
4. None	4. The PACD Officer encode the approved senior citizen discount in the MBRCMS and record the transaction in the Senior Citizen Logbook noting the following: 1. Customer Name 2. Account Number 3. Date	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)



Total:	None	25 minutes	
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