



9. HANDLING DIFFICULT CUSTOMER PROCEDURE

Process to handle customer request / complaint to provide customer satisfaction.

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. Go to BLWD office and approach the PACD Officer about your complaints.	1. The PACD Officer will interview the client for their complaint. An assessment will be made if the complaint needs action from the customer servicing division or if it's a special case this will be endorsed to the concern division.	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) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
2. Enumerate your complaints to the Customer Service Assistant.	2. The Customer Service Officer will identify the nature of request. The following request requires payment of fees prior to issuance of Maintenance Order: a. Transfer of Source b. Replacement of defective materials c. Disconnection d. Re tapping e. Reconnection Request not requiring payment (M.O): a. Leak before the meter. b. Repair service line and main line of BLWD. c. Disconnection (w/no balance)	None	<i>15 minutes</i>	Maricel De Asis (Utilities/Customer Service Assistant A)



	d. Meter Calibration e. Re read of water consumption CSA will print maintenance order and sign by the concessionaire and approved by the Division Manager.			
3. None	3. Record transaction to M.O. to Logbook and forward the M.O. together with the M.O. logbook to be received by the concerned division.	None	<i>5 minutes</i>	<p>Maricel De Asis (Utilities/Customer Service Assistant A)</p> <p>Edzel Lintag (Division Manager B)</p> <p>Marklie Paguio (Water Maintenance General Foreman)</p>
Total:			25 minutes	