



4. REQUEST PROCEDURE

Requesting for change account name, account number, and classification of concessionaire.

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. Proof of Ownership (Title/Rights/Tax Declaration) or Deed of Absolute Sale (1pc., Original)		Concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to BLWD Office and approach the PACD Officer	1. The PACD Officer interview concessionaire to identify the nature of request and fill out request form and transfer to Customer Service Assistant	None	5 minutes	Viehna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. The Customer Service Assistant validate all the requirements and forward to Supervising Customer Service Officer and Division Manager for approval.	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A) Maria Victoria Tungol (Supervising Customer Service Officer) Editha Gozon (Division Manager B)
3. None	3. The Customer Service Assistant encode the request in the MRBCMS and record transaction in the Request Logbook	None	5 minutes	Maricel De Asis (Utilities/Customer Service Assistant A)
Total:		None	15 minutes	