



8. Payment of refund of water bill/materials above P1,000 to concessionaires

Filing of payment of refund of water bill / materials above P1,000 to concessionaires.

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| Office or Division: | Accounting Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All Concessionaires of Balanga Water District with refund of water bill/materials above P1,000 | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Collection Adjustment (Applicable for water bill) (1pc., Original) | | Utilities Customer Service Assistant | | |
| 2. Return Material Slip (applicable for materials) (1pc., Original) | | BLWD-Administrative & HR Department | | |
| 3. Invoice (1pc., Original) | | Concessionaire | | |
| 4. Certificate of Cancelled Transaction for refund of concrete cutter/service fee and tapping fee (1pc. Original) | | Public Assistance Complain Desk | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. None | 1. Accepts complete attachments and prepare the Disbursement Voucher, Journal Entry Voucher & Budget Utilization Slip and forwards it to the responsible supervisor who requested the payment. | None | 10 minutes | Maribelle C. Enriquez (Accounting Processor B) |
| 2. None | 2. Certifies that the charges to appropriation/allowment necessary, lawful and under his direct supervision and signs the BUS. | None | 3 minutes | Concerned Supervisor |
| 3. None | 3. Certifies the BUS and forwards it to Finance Dept. Manager | None | 10 minutes | Rosario P. Legaspi (Cash Mngt. Division Manager) |
| 4. None | 4. Certifies and signs the correctness of DV and supporting Documents, checks JEV and | None | 3 minutes | Jeanne M. Carpio (Finance Dept. Manager) |



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| | the forwards it to the General Manager. | | | |
| 5. None | 5. Approves the Disbursement Voucher and Journal Voucher | None | <i>3 minutes</i> | Engr. Charlito G. Rodriguez (General Manager) |
| 6. None | 6. Prepare the check & forward it to Senior Financial Planning Specialist | None | <i>3 minutes</i> | Angeline M. Santos (Cashier C) |
| 7. None | 7. Signs the checks and then forward it to General Manager | None | <i>2 minutes</i> | Sheila C. Baluyot (Sr Fin. Planning Specialist) |
| 8. None | 8. Countersigns the check. | None | <i>3 minutes</i> | Engr. Charlito G. Rodriguez (General Manager) |
| 9. Claims the check to the Cashier C presenting Valid ID | 9. Releases the check to concessionaire. | None | <i>3 minutes</i> | Angeline M. Santos (Cashier C) |
| Total: | | None | 40 minutes | |