



## 9. Payment of refund of water bill/materials below P1,000 to concessionaires

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

<b>Office or Division:</b>	Accounting Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Concessionaires of Balanga Water District with refund of water bill/materials below P1,000			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Accepts complete attachments and prepare the Petty Cash Fund Voucher	None	5 minutes	<b>Sheila C. Baluyot</b> (Sr Fin. Planning Specialist)
2. None	2. Review and approves the Petty Cash Fund Voucher.	None	3 minutes	<b>Editha J. Gozon</b> (Commercial Department Manager)
3. Claims the refund to the Senior Financial Planning Specialist	3. Releases the cash to concessionaire.	None	3 minutes	<b>Sheila C. Baluyot</b> (Sr Fin. Planning Specialist)
<b>Total:</b>		None	11 minutes	