



DOCUMENT REVIEW REQUEST AND REGISTRATION FORM

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012	OWD-WI-COML-004	REQUEST FOR RECORD/BILLING ADJUSTMENT	August 14, 2017
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- For Improvement
- Others, please specify

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Originating Department

Dept./ Sec.	Prepared by:	Approved by:
COML	GINA S. PALOMO	BENIGNO P. ANDRES General Manager

Purpose:

Initial Review	QMR/Deputy QMR Remarks:	Signature

Reviewing Division/ Section

Division/ Sec.	Name of Approver	Comments/ Suggestions	Signature
OFFICE OF THE GENERAL MANAGER	BENIGNO P. ANDRES		
ADMINISTRATIVE AND FINANCE DEPARTMENT	CONRADO D. BUENAVENTURA JR.		
COMMERCIAL SERVICES DEPARTMENT			
ENGINEERING AND WATER RESOURCES DEPARTMENT	HERMINIGILDO S. CANLAS		
MANAGEMENT SERVICES DIVISION			
ADMINISTRATIVE/HUMAN RESOURCES DIVISION			
FINANCE DIVISION			
CUSTOMER ACCOUNTS DIVISION			
CUSTOMER SERVICES DIVISION			
ENGINEERING DIVISION			
WATER RESOURCES DIVISION			

DOCUMENT REGISTRATION APPROVAL

DCC Checking Status	DCC Received	DCC Remarks	QMR Approval



TITLE:
REQUEST FOR RECORD/BILLING ADJUSTMENT

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Document History					
Rev. No.	DRRF No.	Description of Change	Revision Date	Originator	Date Originated
	012	Initial Release		Gina S. Palomo	August 11, 2017
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ALL DEPARTMENT				NOTE: MASTER COPY AND APPROVAL SIGNATURES OF THIS DOCUMENT IS KEPT IN DOCUMENT CONTROL SECTION AND CAN ONLY BE REVISED THRU DCN FORM	

OWD-QSF-DCC-002 Rev. 00 (07.12.17)

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**REQUEST FOR
RECORD/BILLING
ADJUSTMENT**

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1.0 PURPOSE

- 1.1 This procedure pertains to request record/billing adjustment for water bill and other concern to Total Utility Billing System (TUBS).

2.0 SCOPE

- 2.1 The scope of this procedure is to adjust record/billing in the TUBS.

3.0 ASSOCIATED DOCUMENTS

- 3.1 ORANI Water District Operations Manual
3.2 TUBS

4.0 DEFINITION OF TERMS

- 4.1 Customer Service Officer – a person who assist the applicants or clients, receive and handle telephone calls on inquiry, complaints and other concerns receive or accommodate customers.
- 4.2 Quality Service - a system of satisfactorily providing for wants, need and desires of customer.
- 4.3 Customer Service - is the organization's responsiveness to the needs of clients.

5.0 RESPONSIBILITIES

- 5.1 MIS Administrator - Develop and maintain **MIS** operational procedures and system standards; provide network support and maintenance to install, troubleshoot and repair network systems.
- 5.2 Customer Service Officer - prepares record/billing adjustment request form.

6.0 PROCEDURES

- 6.1 Fill up form of Record/Billing Adjustment Request Form for requested adjustment in the system (TUBS).
- 6.2 Sign the form by concerned signatories; and
- 6.3 Submit the request form to MIS Administrator for adjustment of record/billing.

7.0 RECORDS

- 7.1 Record/Billing Adjustment Request Form



"Annex A"

ORANI WATER DISTRICT
Centro Uno, Orani, Bataan

RECORD/BILLING ADJUSTMENT REQUEST FORM

Division Requesting Change: _____ Date of Request: _____

DESCRIPTION/ REASON OF CHANGE	FROM	TO

Requested By: _____

Reviewed By: _____

Approved By: _____

Name of Employee

CONRADO D. BUENAVENTURA
Division Manager

BENIGNO P. ANDRES, CES
General Manager

Posted By: _____

Date

Form No. _____
Series of _____