



De La Salle University – Dasmariñas

Trece Martires Water District Billing and Collection System

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Abstract

Establishing good customer relationship through fast and efficient customer service is a priority of every organization. However, due to unsystematic organization of customer data and conventional transaction processing methods, the realization of the institutional goal is hindered.

The Trece Martires Water District is a government institution engaged in water utility service for thirteen registered *baranggays* in Trece Martires City. The metered service of the Trece Martires Water District is subdivided into residential and government services respectively. Due to inevitable increase of concessionaire transactions, processing problems on voluminous customer records and billing operations arise. The transaction processing takes place in the billing and collection section of the water district office. Clerical tasks (such as the manual preparation, recording and handling of concessionaire's billing data) are performed by clerical workers. The computation of the charges made are prone to human errors since these are conducted using the standard manual computation. The completed computation is still double-checked by clerks which is very tedious, redundant and time consuming resulting to delay in transactions. It is difficult to make reports if there are inconsistencies in the preliminary computation. Failure to notice the frequent miscalculations could result to the water district's loss.

The realization of these problems prompted the proponents to develop an automated Transaction Processing System using Visual Basic 6.0 as the programming tool, equipped with the capability to deal with high volumes of transactions with great accuracy and high security. The system's objectives are to speed up customer's daily transaction, minimize redundant processing and double-checking procedures specially in computing and encoding data on customer's record and ledgers, provide easy access (for authorized employees only) on concessionaire data to avoid the hassle of searching customer data on numerous folders respectively.