



REPUBLIC OF THE PHILIPPINES



ANTI-RED TAPE AUTHORITY
ANGELES CITY WATER DISTRICT
CITIZEN'S CHARTER



I. MANDATE

The Anti-Red tape Authority (ARTA) oversees the implementation of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 as an attached agency of the Office of the President. Furthermore, the Water District's mandate is contained in Presidential Decree No. 198 as amended by PD Nos. 768 and 1479, otherwise known as the "Provincial Water Utilities Act of 1973", declaring a national policy favoring local operation and control of Water Systems and authorizing the formation of Local Water District and providing for the government and administration of such districts.

II. VISION

"TO PROVIDE ADEQUATE WATER AND SANITATION SERVICES TO THE PEOPLE OF ANGELES CITY."

III. MISSION

"TO PROVIDE OUR CUSTOMERS RELIABLE WATER AND SEPTAGE SERVICES THROUGH RESPONSIBLE AND EFFICIENT MANAGEMENT OF OUR RESOURCES."

IV. SERVICE PLEDGE

We, the Officials and the Employees of the Angeles City Water District are committed to provide and efficiently serve you with adequate, reliable, safe and potable water supply.



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ANGELES CITY WATER DISTRICT MAIN OFFICE

Pampang Road, Brgy. Lourdes Northwest, Angeles City

EXTERNAL SERVICES



1. APPLICATION FOR NEW SERVICE CONNECTION

Office/Divison:	Customer Service Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
Who may avail:	All bonafide residents of Angeles City.
Checklist of Requirements	
<p>1. Valid Identification, any of the following:</p> <ul style="list-style-type: none"> a. Company ID b. Voter's ID c. Driver's License d. GSIS/SSS ID e. PRC ID f. Passport g. Postal ID h. Barangay ID i. Any government issued ID 	
<p>2. Proof of ownership (Owner), any of the following:</p> <ul style="list-style-type: none"> a. Barangay Certificate of Residency b. Land Title c. LUPAHO, CLOA/NHA 	
<p>3. Proof of Occupancy (Tenant) such as:</p> <ul style="list-style-type: none"> a. Contract of Lease/Rent 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Officer (PACD), proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	PACD Officer
Fill-out Application Form, Secure checklist of requirements and payment of fees.	Provide Application Form, Checklist of requirements and discuss the policies and regulations of ACWD and process payment and issuance of official receipt	Inspection Fee= P150.00	13 mins.	Customer Service Assistant
Inspection of Service Application	On-site inspection of application	NONE	3 days	Customer Service Investigator
Wait for the schedule of orientation	Inform the applicant for the schedule of the orientation after approval of application.	NONE	Upon signing of Contract	Customer Service Assistant
Attend orientation	Discussion on ACWD Policy		Upon signing of Contract	Customer Service Representative
Payment of materials and other fees	Processing of inspected application and shall be endorsed	NONE	2 mins.	Customer Service Assistant



	for installation			
END OF TRANSACTION				



2. REQUEST FOR RECONNECTION OF WATER METER-ARREARS (DISCONNECTED NOT MORE THAN 3 MONTHS)

Office/Divison:	Customer Service Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
Who may avail:	All concessionaires of ACWD

Checklist of Requirements

- a. Valid ID (owner)
- In the absence of the owner
 - a. Authorization Letter from the owner (if representative)
 - b. Valid ID of representative and owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.		Upon Arrival	Public Assistance and Complaints Desk Officer
Inform the Customer Service Assistant for the reconnection request and present valid ID.	Verify records, determine the account dues, issuance order of payment, payment of fees	Reconnection Fee- P 100.00	14 mins.	Customer Service Assistant



	Print the Reconnection Request and inform the concessionaire on the scheduled date of reconnection			
End of Transaction				



3. REQUEST FOR RECONNECTION OF WATER METER-REACTIVATE (DISCONNECTED FOR MORE THAN 3 MONTHS)				
Office/Divison:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who may avail:	All concessionaires of ACWD			
Checklist of Requirements				
<ul style="list-style-type: none"> • Valid ID (owner) • In the absence of the owner <ul style="list-style-type: none"> c. Authorization Letter from the owner (if representative) d. Valid ID of representative and owner 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	Public Assistance and Complaints Desk Officer



Inform the Customer Service Assistant for the reconnection request and present valid ID, payment of fees	Verify records, determine the account dues, filling out Service Application Form for inspection, issuance order of payment.	IF= P150.00 RF= P100.00	13 mins.	Customer Service Assistant
Inspection of Service Application	On site inspection of Service Application	NONE	3 days	Service Investigator
Payment of materials and other fees (if any)	Payment of fees if any and printing the Reconnection Request and inform the concessionaire on the scheduled date of reconnection.	Total Cost of Materials determined by the Service Investigator	2 mins.	Customer Service Assistant
End of Transaction				



4. REQUEST FOR DISCONNECTION OF WATER METER

Office/Divison:	Customer Service Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
Who may avail:	All concessionaires of ACWD

Checklist of Requirements

- Valid ID (owner)
- In the absence of the owner
 - e. Authorization Letter from the owner (if representative)
 - f. Valid ID of representative and owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	Public Assistance and Complaints Desk Officer



Inform the Customer Service Assistant for the disconnection request, present requirements and payment outstanding waterbill, if any.	Verify records, determine the accounts dues and issuance of order of payment.	Water bill if any	14 mins.	Customer Service Assistant
Print the Disconnection Request and inform the concessionaire on the schedule date of disconnection.				
End of Transaction				



5. RENEWAL/APPLICATION OF SENIOR CITIZEN'S DISCOUNT				
Office/Divison:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Residential Connection registered under the name of a senior citizen residing therein for a period of at least one (1) year.			
Checklist of Requirements				
<ul style="list-style-type: none"> • Senior Citizen ID • In the absence of the owner <ul style="list-style-type: none"> a. Picture of senior citizen holding latest issue of a newspaper 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	Public Assistance and Complaints Desk Officer



Fill-out Senior Citizen Application Form, present SC ID and payment of fee (for new applicant of SCD)	Verify records, issue order of payment and discuss the policies and other information relative to the application.	AP= P100.00	15 mins.	Customer Service Assistant
End of Transaction				



6. APPLICATION FOR CHANGE NAME OF ACCOUNT				
Office/Divison:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who may avail:	All concessionaires of ACWD			
Checklist of Requirements				
<ul style="list-style-type: none"> • Valid Identification, any of the following: <ul style="list-style-type: none"> a. Company ID b. Voter's ID c. Driver's License d. GSIS/SSS ID e. PRC ID f. Passport g. Postal ID h. Barangay ID i. Any government issued ID • Proof of ownership (Owner), any of the following: <ul style="list-style-type: none"> a. Barangay Certificate of Residency b. Land Title c. LUPAHO,CLOA/NHA • Proof of Occupancy (Tenant) such as: <ul style="list-style-type: none"> a. Contract of Lease/Rent 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	Public Assistance and Complaints Desk Officer
Inform the Customer Service Assistant for the application of change name and present requirements, payment of outstanding balance if any	Verify records, determine the account dues and issuance of order of payment.	AF= P100.00 RF= P100.00 PF= P800.00	11 mins.	Customer Service Assistant
Wait for the schedule of orientation	Inform the applicant for the schedule of the orientation after approval of application.	NONE	Upon signing of contract	Customer Service Assistant



Attend orientation	Discussion on ACWD Policy	NONE	Upon signing of contract	Customer Service Representative
Signing of Contract	Print and Provide copy of Service Contract	NONE	4 mins.	Customer Service Assistant
End of Transaction				



7. APPLICATION FOR WATER ANALYSIS

Office/Divison:	Customer Service Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
Who may avail:	Anyone

Checklist of Requirements

- For BACTERIOLOGICAL ANALYSIS
Monday to Wednesday, 8:00 a.m. to 3:00 p.m. (NO NOON BREAK)
- For PHY-CHEM ANALYSIS:
Monday to Friday, 8:00 a.m. to 5:00 p.m. (NO NOON BREAK)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	Public Assistance and Complaints Desk Officer



Present water sample and fill-out the Request for Water Analysis Form and payment of Water Analysis fees	Accept water sample, provide water analysis request form and prepare order of payment, payment and issuance of official receipt	<ul style="list-style-type: none">• Bacte-Test (MTFT) P325.00• Bacti-Test (Fast Method) P650.00• PHY-CHEM ANALYSIS (MANDATORY) P1,600.00• (COMPLETE) P4,500.00	11 mins.	Customer Service Assistant
Present Official Receipt to Customer Service Assistant	Issue claim stub to client	NONE	2 mins.	Customer Service Assistant
End of Transaction				



8. OTHER FRONTLINE SERVICES				
Office/Divison:	Customer Service Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who may avail:	All concessionaries of ACWD			
Common types of complaints/request				
<ul style="list-style-type: none"> a. Repair of Leakages b. Check of High Consumption c. Meter Concern d. Water Quality e. Check Classification f. Filing of Complaints 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	Public Assistance and Complaints Desk Officer



Inform the Customer Service Assistant about the nature/type of service you need.	Verify records/details relevant to the nature of frontline service requested and prepare appropriate documents. Forward the requested service to the concerned unit/section/division/department.	NONE	10 mins.	Customer Service Assistant
End of Transaction				



9. PAYMENT OF WATER BILL				
Office/Divison:	Financial Services Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government			
Who may avail:	All concessionaries of ACWD			
Checklist of Requirements				
<ul style="list-style-type: none"> • Account Number • Account Name • Account Address 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get number from the Public Assistance and Complaints Desk Officer, proceed to the Customer's waiting area and wait for the number to appear from the queueing machine.	Provide number and inform the customer to proceed to the waiting area.	NONE	Upon Arrival	Public Assistance and Complaints Desk Officer



<p>Present any of the following: Billing Statement/Account Number/Account Name, pay the amount dues and wait for the validated Official Receipt.</p>	<p>Validate amount due, accept payment and issue Official Receipt.</p>	<p>Amount Due</p>	<p>2 mins.</p>	<p>Cashier</p>
<p>End of Transaction</p>				



10. METER READING & DISTRIBUTION OF STATEMENT OF ACCOUNT

Office/Divison:	Customer Accounts Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business G2G-Government to Government
Who may avail:	All concessionaries of ACWD

Checklist of Requirements

n/a

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receiving of Statement of Account from meter reader.	Meter reader to input reading to HANDHELD DEVICE as seen on water meter	NONE	Approximately 1 day per schedule/2 minutes per account	Officer in charge- Customer Accounts Division
n/a	Print Statement of Account	NONE	2 minutes per statement of account	Meter Reader
n/a	Serve Statement of Account to Customer	NONE	Immediately after printing of SOA	Meter Reader
n/a	Billing Personnel to check consumption patterns of customers (High/Low/Zero	NONE	15 minutes after uploading	Customer Accounts Officer



	Consumption)			
n/a	Meter Reader will conduct on-site rechecking of readings with sudden changes in consumption	NONE	2 hrs.	Customer Accounts Officer
n/a	Billing personnel to submit summary of accounts with sudden changes in monthly consumption	NONE	30 minutes	Customer Accounts Officer
End of Transaction				



FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send a feedback</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of Public Assistance and Complaints Desk (PACD) Contact info:</p> <ul style="list-style-type: none">• +63 45 458 0384• +63 45 458 0382• +63 45 458 0371• +63 45 458 0372 <p>Email: angelescitywd@gmail.com.ph</p>
<p>How feedback is processed</p>	<p>Every Monday, the Management Committee opens the drop box and compiles and records all feedback submitted Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the concerned party. For inquiries and follow-ups clients may contact the aforementioned telephone numbers:</p>
<p>How to file a complaint</p>	<p>Fill in the client Complaint Form or any form of written document by the complainant. Drop it at the designated drop box in front of PACD. Complaints can also be filed via telephone. In any forms of complaints, the complainant must provide the following information:</p> <ul style="list-style-type: none">• Name• Incident• Evidence <p>For inquiries and follow-ups clients may contact the aforementioned telephone numbers:</p>
<p>How complaints are processed</p>	<p>The Designated PACD Officer shall open, evaluate and submit each complaint to the Office of the General Manager on a daily basis. Upon evaluation, the Complaints Officer/s upon instruction of the General Manager shall start the investigation and forward the complaint to the relevant office for their explanation The Complaints Officer/s will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client/complainant For inquiries and follow-ups clients may contact the aforementioned telephone numbers:</p>



Contact Information of
CCB,PCC,ARTA

ARTA: complaints@arta.gov.ph
: 1-ARTA (2782)
PCC:8888
CCB: 0908-881-6565 (SMS)



ANGELES CITY WATER DISTRICT MAIN OFFICE

Pampang Road, Brgy. Lourdes Northwest, Angeles City

INTERNAL SERVICES



1. RECRUITMENT, SELECTION AND PLACEMENT

Office/Divison:	Human Resources Office/Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All qualified individual/s

Checklist of Requirements

- APPLICATION DOCUMENTS
 1. Photocopy Transcript of Records
 2. Performance Ratings (if applicable)
 3. Fully accomplished Personal data sheet (PDS) with recent passport-sized picture (CS Form no. 212, Revised 2017) which can be downloaded at www.csc.gov.ph
 4. Photocopy of certificate of eligibility/rating/license

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
n/a	Posting of Vacancy	NONE	N/A	Sr. IRMO-A
Presentation of complete application documents	Validation of Application Documents, assessment of completeness of documents and	None	5 mins.	HR Personnel



Appearing at scheduled Interview and Examination	Evaluation of applicants thru the following hurdles: <ul style="list-style-type: none">• Interview• Examination	None	Upon determined schedule	HR Personnel
n/a	Endorsement of qualified applicants	None	5 days upon the completion of interview and examination	HR Personnel
n/a	Selection of Qualified Applicants	None	15 days upon receipt of qualified applicants and statistics	General Manager A
Receiving information of selected individuals	Posting of appointed individuals at the ACWD bulletin	None	Upon receipt of selected individuals	HR Personnel
Preparation of Appointment Documents	Orientation of newly appointed individuals	None	Upon determined schedule	Division Manager A-H.R. and Administrative Services
n/a	Submission of Appointment Documents	None	Within 30 days upon assumption of duty and oath of office of an appointed individual	HR Personnel
End of Transaction				



2. RELEASING OF CASH BENEFITS/ALLOWANCES

Office/Divison:	Financial Services Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All employees of ACWD

Checklist of Requirements

- Authorization and IDs (if not personally claimed)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Releasing Section at ACWD Main Bldg. 2 nd floor	The Cashiering Assistant will verify in the list if the employee has unclaimed benefit/allowance	NONE	Upon Arrival	Cashiering Assistant
Sign the client's name in the payroll	The Cashiering Assistant will release the cash benefit/allowance	NONE	5 mins.	Cashiering Assistant



Submit the Authorization Letter and IDs if the claimant cannot personally receive the benefit/allowance and sign the payroll on behalf of the recipient	The Cashiering Assistant will validate the documents received before releasing the cash benefit/allowance	NONE	5 mins.	Cashiering Assistant
End of Transaction				



3. PETTY CASH PAYMENT

Office/Divison:	Financial Services Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All employees of ACWD

Checklist of Requirements

- Approved Petty Cash Voucher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Petty Cash Voucher Form <ul style="list-style-type: none"> • Particular – details of the expenditure • Amount – requested amount • Requested By – client name and signature Have the form approved by client's Division Manager	Division Head approves/disapproves the form	NONE	5 mins	Division Head



If approved, proceed to the Releasing Section at ACWD Main Bldg. 2 nd floor and submit the approved Petty Cash Voucher	The Petty Cash Custodian will verify the approved Petty Cash Voucher and check for any un-liquidated petty cash. Upon verification sign the "Paid By" portion of the voucher.	NONE	5 mins	Petty Cash Custodian
Sign the "Cash Received" portion of the Voucher	The Petty Cash Custodian will release the requested Petty Cash	NONE	5 mins.	Petty Cash Custodian
End of Transaction				



4. PETTY CASH LIQUIDATION

Office/Divison:	Financial Services Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All employees of ACWD

Checklist of Requirements

- Official receipts/Sales Invoice
- Purchase request (if applicable)
- Purchase Order (if applicable)
- Job Order (if applicable)
- Pre and Post Repair (if applicable)
- Waste Report (if applicable)
- Quotations (if applicable)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Releasing Section at ACWD Bldg. 2 nd floor and submit all the documents for liquidation and cash for return, if applicable	Petty Cash Custodian will pull-out the Petty Cash Voucher and verify the submitted documents for liquidation and cash for return, if any. Accomplish the Part II of the voucher.	NONE	10 mins	Petty Cash Custodian



Check the box for Part D "Liquidation Submitted" and the "Reimbursement Received", if applicable	The Petty Cash Custodian will release the cash for reimbursement if any.	NONE	10 mins	Petty Cash Custodian
End of Transaction				



5. REQUEST FOR PAYSIP COPY

Office/Divison:	Financial Services Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All employees of ACWD

Checklist of Requirements

- Employee name
- Payroll month

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Payroll Section in Accounting Office and request the payslip	Payroll staff will confirm the employee name and the month of the requested copy of payslip. Prepare the payslip, verify it in the payroll and have it approved by the Accounting Head. Log the payslip in the receiving logbook.	NONE	20 mins	Payroll Staff
Sign in the receiving logbook	Payroll staff will release the payslip to the employee	NONE	2 mins	Petty Cash Custodian



End of Transaction				



FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send a feedback</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of Public Assistance and Complaints Desk (PACD) Contact info:</p> <ul style="list-style-type: none">• +63 45 458 0384• +63 45 458 0382• +63 45 458 0371• +63 45 458 0372 <p>Email: angelescitywd@gmail.com.ph</p>
<p>How feedback is processed</p>	<p>Every Monday, the Management Committee opens the drop box and compiles and records all feedback submitted Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the concerned party. For inquiries and follow-ups clients may contact the aforementioned telephone numbers:</p>
<p>How to file a complaint</p>	<p>Fill in the client Complaint Form or any form of written document by the complainant. Drop it at the designated drop box in front of PACD. Complaints can also be filed via telephone. In any forms of complaints, the complainant must provide the following information:</p> <ul style="list-style-type: none">• Name• Incident• Evidence <p>For inquiries and follow-ups clients may contact the aforementioned telephone numbers:</p>
<p>How complaints are processed</p>	<p>The Designated PACD Officer shall open, evaluate and submit each complaint to the Office of the General Manager on a daily basis. Upon evaluation, the Complaints Officer/s upon instruction of the General Manager shall start the investigation and forward the complaint to the relevant office for their explanation The Complaints Officer/s will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client/complainant For inquiries and follow-ups clients may contact the aforementioned telephone numbers:</p>



Contact Information of
CCB,PCC,ARTA

ARTA: complaints@arta.gov.ph
: 1-ARTA (2782)
PCC:8888
CCB: 0908-881-6565 (SMS)