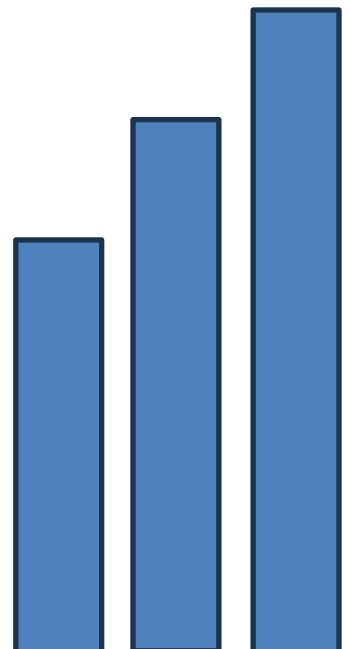




LIGAO CITY WATER DISTRICT

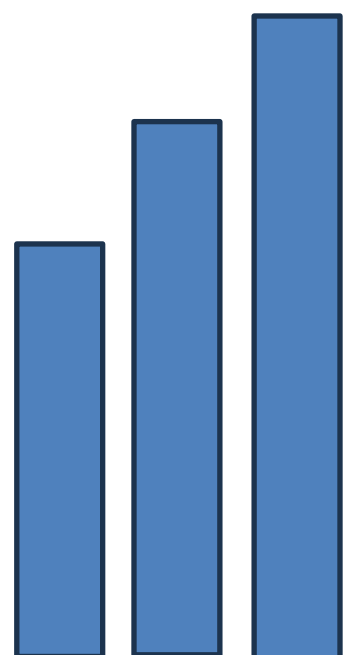
CITIZEN'S CHARTER 2024 3RD EDITION





LIGAO CITY WATER DISTRICT

CITIZEN'S CHARTER 2024 3RD EDITION





I. MANDATE

Pursuant to **PD 198** otherwise known as *the Provincial Water Utilities Act of 1973*, Ligao City Water District is a public utility and service-driven organization which purpose is acquiring, installing, improving, maintaining, and operating water supply and distribution systems for domestic, industrial, municipal, and agricultural uses for residents and lands within the all areas of operations at all times and all within reasonable cost.

II. VISION

To provide steadfast service in supplying adequate and safe potable drinking water twenty-four seven within its area of operation and in all the barangays of Ligao City without compromising its constituents' benefits.

III. MISSION

To efficiently provide adequate and continuous water supply 24/7 in all areas of Ligao City, maintain effective and efficient delivery of services and continuously develop access to sustainable water sources while promoting the protection of the environment.

IV. SERVICE PLEDGE

We, the **Board of Directors, Management and Employees of Ligao City Water District** commit to:

- Serve concessionaires directly, effectively, and with utmost courtesy through our authorized personnel with proper identification from **Mondays to Fridays, 8:00 to 5:00 pm (except legal holidays) without noon breaks** and during **Saturdays, 8:00 to 12:00noon**;
- Ensure strict observance of service standards, with written report for any delays in frontline services;
- Answer complaints about our services the timeliest manner possible or within the day through our **Complaint and Assistance Desk** and take corrective actions and immediate service response;
- Assess every citizen's comments, suggestions and needs, as well as those with special needs like person impaired, pregnant women and senior citizens and;
- Entrust and provide the public a 24/7 access to information on our policies, activities, and services by calling our **hotline no. (052)202-1924** or contacting us through **email at ligaocitywaterdistrict@yahoo.com**.
- Make certain that the consumers are the top priority and assure the delivery of safe, potable drinking water through constant development, maintenance and upgrade of our water system.



LIST OF SERVICES

COMMERCIAL SERVICES DIVISION	PAGE NUMBER
External	4
Application for New Water Service Connection	5
Reconnection of Water Service Connection	7
Repair of Water Service Connection	9
Temporary Disconnection of Service Connection	10
Request for Transfer of Tapping	11
Request for Certification of Potable Water	12
Application of Loading	13
Application for Senior Citizen's Discount	14
Collection of Payment of Water Bill	15
HUMAN RESOURCE, ADMINISTRATIVE AND GENERAL SERVICES DIVISION	
Internal	16
Request for Certificate of Employment	17
Application for Leave	18
Request for Service Record	19
Request for Working Fund	20
Request for Travel Order	21
Feedback and Complaints Mechanism	22
List of Offices	23

COMMERCIAL SERVICES DIVISION
External Services



1. APPLICATION FOR NEW WATER SERVICE CONNECTION

Application of new water service connection by any person / establishment within the service area of LigaoWD who are interested in having water connection for a 24/7 supply of safe and potable drinking water.

Office/Division	Commercial Services Division				
Classification:	Highly Technical				
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government				
Who may avail:	All bonafide residents of Ligao City and nearby Municipalities				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm Saturday 8:00 am – 12:00nn				
Duration:	Inspection: 1-2 days from date of filing of application Installation: 1-7 days from the date of payment of fees and charges				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Valid Government issued I.D. (UMID, SSS, Driver's License, Pag-Ibig, Voter's ID, Postal ID, Philhealth ID, Passport, OSCA ID, PRC ID), etc (1 photocopy)			GSIS, SSS, LTO, HDMF, POST OFFICE, COMELEC, PHILHEALTH, DFA, OSCA, BIR, PRC		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk Fill out Client Information Form and submit requirements	Provide the client application form and list of requirements Check duly accomplished application form and encode the data on the Customer Service Software	None	10 minutes	Customer Service Assistant (Commercial Services Division)
2	Proceed to Cashier's Booth and pay the total fees.	Receive payment and issue Official Receipt	Inspection Fee - P200.00 (Residential) P400.00 (Commercial)	10 minutes	Acting Cashier (Finance Services Division)
3	Assist LigaoWD personnel (Inspector)	Conduct on-site inspection and inform applicant of	None	1-3 days from the date of application	Water / Sewerage Maintenance Man (Technical

	during on-site inspection Acknowledge the work performed by signing the service order	other requirements needed. Accomplish Service Application Form and Checklist of fees			Services Division)
4	Proceed to the Cashier's Booth and pay total fees and charges	Receive payment and issue Official Receipt	Installation Fee - P2,300.00 (Residential) P4,600.00 (Commercial)	10 minutes	Acting Cashier (Finance Services Division)
5	Proceed to Customer Service Assistance Desk and present the Official Receipt and sign the service contract	Inform client on the schedule of installation Process service application and prepare maintenance order / service order	None	10 minutes	Customer Service Assistant (Commercial Services Division)
6	Assist LigaoWD personnel in the conduct of installation Acknowledge work performed by signing the service order	Perform installation of New Water Service Connection	None	1-7 days from the date of payment of fees and charges	Water / Sewerage Maintenance Man (Technical Services Division)
TOTAL:			P2500.00 (Residential) P5000.00 (Commercial)	11 days	
END OF TRANSACTION					



2. RECONNECTION OF WATER SERVICE CONNECTION

Reconnection of water service connection of a closed / disconnected water connection of LigaoWD concessionaire's due customer request of temporary discontinuance of service, non-payment of water bills, etc.

Office/Division	Commercial Services Division				
Classification:	Highly Technical				
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government				
Who may avail:	All registered concessionaires of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm Saturday 8:00 am – 12:00nn				
Duration:	Reconnection: 1-3 days from date of filing of application				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid ID of Registered Concessionaires (1 photocopy) 2. Full payment of Arrearages (if any) 3. Payment of Reconnection Fee			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and inform the Customer Service Assistant about the Service Request.	Verify client's account and provide the checklist for reconnection	None	10 minutes	Customer Service Assistant (Commercial Services Division)
2	Proceed to Teller's Booth and pay the arrearages (if any).	Accept payment for water bill and issue Official Receipt	None	10 minutes	Collecting Officer (Commercial Services Division)
3	Proceed to Cashier's Booth and pay reconnection fee	Receive payment and issue Official Receipt	Reconnection Fee 1Day to 11Mos - P500.00 (Residential)	10 minutes	Acting Cashier (Finance Services Division)

			₱800.00 (Commercial) 1Yr and Above – ₱2,500.00 (Residential) ₱5,000.00 (Commercial)		
4	Proceed to Customer Service Assistance Desk and present Official Receipt	Prepare Maintenance Order / Service Order	None	5 minutes	Customer Service Assistant (Commercial Services Division)
5	Assist LigaoWD personnel in the conduct of reconnection Acknowledge the work performed by signing the service order	Perform reconnection	None	1-3 days from the date of payment of reconnection	Water / Sewerage Maintenance Man (Technical Services Division)
TOTAL:			₱500.00 (Residential) ₱800.00 (Commercial)	4 days	
END OF TRANSACTION					



3. REPAIR OF WATER SERVICE CONNECTION

Repair of LigaoWD concessionaires' pipelines or lateral lines tap at the distribution lines to every household and all other technical responses to water service request.

No Water	Inadequate Supply of Water
Dirty Water	Low Pressure
Service Line Leak	Meter Replacement
Distribution Line Leak	Transfer of Tapping
Water Meter Leak	Meter Relocation
Tapping Point Leak	Restoration
Tailpiece Leak	Disconnected Meter / Service Line

Office/Division	Commercial Services Division				
Classification:	Highly Technical				
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government				
Who may avail:	All registered concessionaires of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm Saturday 8:00 am – 5:00 pm				
Duration:	Acting on Maintenance Order/Service Request 1-3 days from date of complaint/request				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Proof of Account (Registered Name)			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and inform about the complaint/request Or Call (052)202-1924	Prepare Maintenance Order / Service Request	None	10 minutes	Customer Service Assistant (Commercial Services Division)
2	Assist LigaoWD personnel (Plumbers) in the conduct of repair Acknowledge the work performed by signing the service order	Perform repair	None	1-3 days from the date of complaint / request	Water / Sewerage Maintenance Man (Technical Services Division)
TOTAL:			None	3 days	
END OF TRANSACTION					



4. TEMPORARY DISCONNECTION OF SERVICE CONNECTION

Request for temporary cut-off/disconnection of active water service connection as per concessionaire for valid personal reasons and approved by the agency and may also be imposed by the LigaoWD for non-payments and illegal use of water service.

Office/Division		Commercial Services Division			
Classification:		Highly Technical			
Type of Transaction:		1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government			
Who may avail:		All registered concessionaires of Ligao City Water District			
Schedule of Availability of Service:		Monday – Friday (No Noon Break) 8:00 am – 5:00 pm			
Duration:		Disconnection: 1-3 days from date of payment of all arrearages			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Valid ID (1 photocopy) Full payment of all arrearages Duly accomplished request form for Temporary Disconnection			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and request of service disconnection	Verify client's ledger for any arrearages in his/her account.	None	10 minutes	Customer Service Assistant (Commercial Services Division)
2	Proceed to Teller's Booth and pay the arrearages (if any)	Receive payment and issue Official Receipt	None	10 minutes	Collecting Officer (Commercial Services Division)
3	Proceed to Customer Service Assistance Desk and sign the application for temporary service disconnection	Prepare service order for temporary disconnection of service connection	None	10 minutes	Customer Service Assistant (Commercial Services Division)
4	Assist LigaoWD personnel in the conduct of disconnection Acknowledge the work performed by signing the service order	Perform disconnection	None	1-3 days from the date of payment of all arrearages	Water / Sewerage Maintenance Man (Technical Services Division)
TOTAL:			None	3 days	
END OF TRANSACTION					



5. REQUEST FOR TRANSFER OF TAPPING

Request for transfer of tapping by the concessionaire from one barangay to other barangay.

Office/Division	Commercial Services Division				
Classification:	Highly Technical				
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government				
Who may avail:	All registered concessionaires of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm				
Duration:	Transfer of Tapping: 1-3 days from date of payment of all arrearages				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Valid ID (1 photocopy) Payment for Transfer of Tapping Duly accomplished request form for Transfer of Tapping			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and request of transfer of tapping	Verify client's ledger for any arrearages in his/her account.	None	10 minutes	Customer Service Assistant (Commercial Services Division)
2	Proceed to Cashier's Booth and pay transfer of tapping fees.	Receive payment and issue Official Receipt	Transfer of Tapping Fee ₱800.00	10 minutes	Acting Cashier (Finance Services Division)
3	Proceed to Customer Service Assistance Desk and present the official receipt	Prepare maintenance order for transfer of tapping	None	10 minutes	Customer Service Assistant (Commercial Services Division)
4	Assist LigaoWD personnel in the conduct of Transfer of Tapping Acknowledge the work performed by signing the maintenance order	Perform transfer of tapping	None	1-3 days from the date of payment of all arrearages	Water / Sewerage Maintenance Man (Technical Services Division)
TOTAL:			₱800.00	3 days	
END OF TRANSACTION					



6. REQUEST FOR CERTIFICATE OF POTABLE WATER AND OTHERS RELATED TO WATER SERVICE CONNECTION

Issuance of Certificate of Potable Water and others related to water service connection.

Office/Division	Commercial Services Division				
Classification:	Simple				
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government				
Who may avail:	All registered concessionaires of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm				
Duration:	Processing: 1-2 days				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Proof of Account (Registered Name)			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and request for Certificate of Potable Water and others related to water service connection.	Provide the client request form for certificate of Potable Water and others related to water service connection.	None	5 minutes	Customer Service Assistant (Commercial Services Division)
2	Fill out request form for Certificate of Potable Water and others related to water service connection.	Check duly accomplished form	None	5 minutes	Customer Service Assistant (Commercial Services Division)
3	Proceed to Cashier's Booth and pay for certification fee	Receive payment and issue Official Receipt	Certification Fee - P50.00	10 minutes	Acting Cashier (Finance Services Division)
4	Proceed to Customer Service Assistance Desk and present Official Receipt	Submit the request form to Administrative and General Services Officer	None	2 minutes	Customer Service Assistant (Commercial Services Division)
5		Prepare Certificate of Potable Water	None	15 minutes	Administrative and General Services Officer (Administrative and General Services Division)
TOTAL:			P50.00	1 day	
END OF TRANSACTION					



7. APPLICATION FOR LOADING

Loading of Water on Government / Private Vessels & Water Trucks.

Office/Division	Commercial Services Division				
Classification:	Highly Technical				
Type of Transaction:	1. G2B – Government to Business 2. G2G – Government to Government				
Who may avail:	Private / Gov't Vessels and Fire Department				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm Saturday 8:00 am – 5:00 pm				
Duration:	Loading to Water Trucks/Vessels: 1-2 days				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Duly accomplished request form for Loading			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and request for loading	Provide the client request form for loading	None	5 minutes	Customer Service Assistant (Commercial Services Division)
2	Fill out request form for loading	Check duly accomplished form Inform the client of probable schedule	None	5 minutes	Customer Service Assistant (Commercial Services Division)
3	Assist LigaoWD personnel in the conduct of loading Acknowledge the work performed by signing the service order	Perform loading of water	None	1-2 days	Water / Sewerage Maintenance Man (Technical Services Division)
TOTAL:			None	2 days	
END OF TRANSACTION					



8. APPLICATION FOR SENIOR CITIZEN'S DISCOUNT

Pursuant to RA no. 9994 also known as the “*Expanded Senior Citizens Act of 2010*”, there is a grant of **5% discount** to the water bills of LigaoWD concessionaires who are Senior Citizen (concessionaires aged 60yrs. And above) who’s account is under their name, with monthly water consumption **not exceeding 30cum.**

Office/Division	Commercial Services Division				
Classification:	Simple				
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government				
Who may avail:	All registered Senior Citizens of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm				
Duration:	Processing: 30 minutes Discount will take effect on the next billing statement				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
For New Applicants & Renewal 1. Senior Citizen’s ID (OSCA ID) 1 photocopy 2. Duly accomplished application form for the grant of 5% senior citizens’ discount			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Customer Service Assistance Desk and fill out application form for senior citizen and submit necessary requirements	Check duly accomplished form and requirements Inform the client of the validity of 5% discount privilege	None	15 minutes	Customer Service Assistant (Commercial Services Division)
TOTAL:			None	30 minutes	
END OF TRANSACTION					



9. COLLECTION OF PAYMENT FOR WATER BILL

Acceptance of concessionaires' payments every month for water their water consumption on the indicated due date.

Office/Division	Commercial Services Division				
Classification:	Simple				
Type of Transaction:	1. G2C – Government to Citizen 2. G2B – Government to Business 3. G2G – Government to Government				
Who may avail:	All registered concessionaires of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm Saturday 8:00 am – 12:00 noon ECPAY – GCASH 6:00 am – 6:00 am (24/7)				
Duration:	Processing: 5 minutes				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Billing Notice <i>* 10% late payment charge shall be imposed if no payment received after the due date</i>			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Secure queuing number and proceed to Teller's Booth, present billing statement, and pay the water bill	Receive payment and issue Office Receipt	None	5 minutes	Collecting Officer (Commercial Services Division)
TOTAL:			None	5 minutes	
END OF TRANSACTION					

**HUMAN RESOURCE, ADMINISTRATIVE AND
GENERAL SERVICES DIVISION**

Internal Services



10. REQUEST FOR CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORDS

Issuance of Certificate of Employment and other personnel records upon request of the employee for reasons such as loans, benefit claims, retirement, employment by other agencies and other legal purposes.

Office/Division	Administrative, Human Resource and Finance Services Division				
Classification:	Simple				
Type of Transaction:	1. C2G – Citizen to Government				
Who may avail:	Officials and Employees of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm				
Duration:	Processing: 30 minutes				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Duly accomplished request form for Certificate of Employment			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Human Resource and Administrative / General Services Division and request for Certificate of Employment and other personnel records	Provide the client request form for Certificate of Employment and other personnel records	None	5 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)
2	Fill out request form for certificate of employment and other personnel records	Check duly accomplished form	None	5 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)
3		Prepare Certificate of Employment and other personnel records	None	5 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)
TOTAL:			None	15 minutes	
END OF TRANSACTION					



11. APPLICATION FOR LEAVE

Facilitation of application of officials and employees leaves and/or compensatory time-off with or without pay as may be provided by law.

Office/Division	Administrative, Human Resource and Finance Services Division				
Classification:	Simple				
Type of Transaction:	1. C2G – Citizen to Government				
Who may avail:	Officials and Employees of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm				
Duration:	Processing: 15 minutes				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Duly accomplished Leave Form			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Human Resource and Administrative / General Services Division and request for leave form	Provide the client Leave Form	None	5 minutes	Personnel Assistant (Human Resource and Administrative Division)
2	Fill out Leave Form	Check duly accomplished form	None	5 minutes	Personnel Assistant (Human Resource and Administrative Division)
3	Submit Certified Leave Form	Approval of Application for Leave	None	5 minutes	General Manager (Office of the General Manager)
TOTAL:			None	15 minutes	
END OF TRANSACTION					



12. REQUEST FOR SERVICE RECORD

Issuance of Service Record.

Office/Division	Administrative, Human Resource and Finance Services Division				
Classification:	Simple				
Type of Transaction:	1. C2G – Citizen to Government				
Who may avail:	Officials and Employees of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm				
Duration:	Processing: 20 minutes				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Duly accomplished request form for Service Record			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Human Resource and Administrative / General Services Division and request for service record	Provide the client request form for service record	None	10 minutes	Personnel Assistant (Human Resource and Administrative Division)
2	Fill out request form for Service Record	Check duly accomplished form Prepare Service Record	None	10 minutes	Personnel Assistant (Human Resource and Administrative Division)
TOTAL:			None	20 minutes	
END OF TRANSACTION					



13. REQUEST FOR WORKING FUND

Provide limited fund for small / emergency purchases of office supplies and materials unavailable at the Supply, travel expenses, etc.

Office/Division		Administrative, Human Resource and Finance Services Division			
Classification:		Simple			
Type of Transaction:		1. C2G – Citizen to Government			
Who may avail:		Officials and Employees of Ligao City Water District			
Schedule of Availability of Service:		Monday – Friday (No Noon Break) 8:00 am – 5:00 pm			
Duration:		Processing: 15 minutes			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Duly accomplished Petty Cash Voucher			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Finance Services Division and request for Petty Cash Voucher	Provide the client Petty Cash Voucher	None	5 minutes	Accounting Staff (Finance Services Division)
2	Fill out Petty Cash Voucher	Check duly accomplished form	None	5 minutes	Accounting Staff (Finance Services Division)
3	Present Official Receipt	Grant requested amount	None	5 minutes	Acting Cashier (Finance Services Division)
TOTAL:			None	15 minutes	
END OF TRANSACTION					



14. REQUEST FOR TRAVEL ORDER

Issuance of copy of Travel Order.

Office/Division	Administrative, Human Resource and Finance Services Division				
Classification:	Simple				
Type of Transaction:	1. C2G – Citizen to Government				
Who may avail:	Officials and Employees of Ligao City Water District				
Schedule of Availability of Service:	Monday – Friday (No Noon Break) 8:00 am – 5:00 pm				
Duration:	Processing: 20 minutes				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Duly accomplished request form for Travel Order			Ligao City Water District		
Step	Client	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1	Proceed to Human Resource and Administrative / General Services Division and request for Travel Order	Provide the client request form for Travel Order	None	10 minutes	Personnel Assistant (Human Resource and Administrative Division)
2	Fill out request form for Travel Order	Check duly accomplished form Prepare and issue Travel Order	None	10 minutes	Administrative and General Services Officer (Human Resource and Administrative Division)
TOTAL:			None	20 minutes	
END OF TRANSACTION					



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the feedback form in the guard area and put it in the feedback and complaints drop box.</p> <p>Human Resource, Administrative & General Services Division Contact Info: (052)202-1924</p>
How feedbacks are processed	<p>The Administrative Officer verifies the nature of queries and feedback within one working day. Feedbacks will be referred to the Division concerned. Upon receiving the reply from the concerned Division, the client will be informed via email or phone call.</p> <p>For follow-ups or queries: Landline No. – (052)202-1924 ligaocitywaterdistrict@yahoo.com</p>
How to file a complaint	<p>To file a complaint against the District, provide the following details via email or Facebook Page.</p> <ul style="list-style-type: none"> - Full name and contact information of complainant - Narrative of the complain - Evidences - Name of the person being complained <p>Send it through ligaocitywaterdistrict@yahoo.com</p> <p>For follow-ups or queries: Landline No. – (052)202-1924</p>
How complaints are processed	<p>All complaints received will be processed by the Human Resource, Administrative and General Services Division of the District.</p> <p>The Administrative and General Services Officer scan, evaluates, and decides the complaints received daily. The AGSO shall coordinate with concerned Division to answer the complaint and shall investigate, if necessary. After the concerned has been addressed or after the investigation, the AGSO shall create an incident report for the General Manager for appropriate action.</p> <p>The AGSO shall give the feedback to the clients via email.</p> <p>For follow-ups or queries: Landline No. – (052)202-1924 E-mail: ligaocitywaterdistrict@yahoo.com</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: - 8478 5093 complaints@arta.gov.ph</p> <p>PCC: - 8888</p> <p>CCB: - 0908-881-6565 (SMS)</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Ligao City Water District	Natera St, Dunao, Ligao City	Tel. No: (052)202-1924 Email: ligaocitywaterdistrict@yahoo.com