



T A N G U B   C I T Y   W A T E R   D I S T R I C T

C I T I Z E N ' S   C H A R T E R

2025 (3<sup>RD</sup> EDITION)



## **I. TCWD MANDATE:**

Provide safe, potable, adequate and affordable water pipe supply within the service area and manage all available resources for the sustainability and viability of Tangub City Water District.

## **II. VISION:**

Envisions to deliver reliable and affordable water service, operate efficiently in order to satisfy the growing water needs within our Service Coverage areas and aims to be a progressive and a viable water utility firm and expand our services to other areas that have no access of safe and potable water pipe supply.

## **III. MISSION:**

We strive to provide adequate, safe, potable and affordable water pipe supply to our Water Consumers in our Service Coverage Area.

## **IV. SERVICE PLEDGE**

We commit to:

- **Serve** the clients promptly, efficiently with outmost courtesy by authorized assigned personnel with proper identification and grooming, round the clock daily.
- **Ensure** strict compliance with service standards to front line services as well as the internal routines.
- **Respond** to your complaint and request the soonest possible time within the day.
- **Value** every client's comment, suggestions, and needs Especially to our concessionaires.
- **Empower** the public through access to information on our service through TCWD hotline no. 0918-948-6339 or visit us at our Office located at Brgy. Maloro, Tangub City, Misamis Occidental.



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### FEEDBACK AND COMPLAINTS MECHANISM



**COMMERCIAL AND ENGINEERING SECTION  
EXTERNAL (FRONTLINE SERVICE)**



## 1. New Water Service Connection Application

Any client may request a new service connection

Office or Division:	COMMERCIAL AND ENGINEERING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ANY VALID ID (SSS, GSIS, Postal, Driver's License, PWD, Senior Citizen, TIN, NBI, Passport, Voter's) 1 ID only.	SSS OFFICE OZAMIS CITY, POST OFFICE, LTO TUBOD, DSWD OFFICE, BIR OFFICE, NBI OFFICE OZAMIS CITY, DFA CDO CITY COMELEC OFFICE			
CEDULA	CITY HALL- TREASURY OFFICE			
BRGY. CONSTRUCTION CLEARANCE	BARANGAY OFFICE- WHERE THE CLIENT IS RESIDING			
ZONING / BUILDING PERMIT	CITY PLANNING AND DEVELOPMENT OFFICE			
TAX DECLARATION/ TITLE AND/OR DEED OF SALE	CITY HALL- ASSESSOR'S OFFICE			
CONSENT AND AUTHORITY WITH NOTARY	TCWD OFFICE			
FULLY ACCOMPLISHED APPLICATION FORM	TCWD OFFICE			
₱4,800.00 PLUS ADDITIONAL MATERIALS NEEDED	CLIENT			
AVAILABLE EVERY MONDAY TO FRIDAY				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service	Customer services asked for details from the concessionaire and refer to the engineering section for inspection regarding the applicant's vicinity if there is an available transmission or distribution pipelines and assign plumbers to check and inspect the concessionaire's area.	None	5 Minutes	AI Rachel Alo Customer Service Assistant E
2. On Site Inspection	If approved, the plumber will endorse the materials needed to customer service to inform the concessionaire  If declined, inform the	None	1 day	Engr. Lindsey Mansa Senior Engineer B  AI Rachel Alo



	concessionaire right away.			Customer Service Assistant E  Reymar Montellin Water Sewerage Maintenance Man B
3. Processing of Requirements	Give the list of requirements needed to comply.  Once complied, customer service will check and verify the requirements.	None	3 minutes	Al Rachel Alo Customer Service Assistant E
4. Processing Application Form	Customer service will make the application form; process the contract and other documents needed.	None	10 minutes	Al Rachel Alo Customer Service Assistant E
5. Orientation / Seminar	Conduct orientation with regards to TCWD's profile, existing and new policies on Water Service Connection.  Request form (check the Application form and other requirements need to be attached)	None	10 minutes	Al Rachel Alo Customer Service Assistant E
6. Payment	Process payment and issue an official receipt.  After payment, customer service will make a requisition slip for the materials needed.	4, 800 plus additional materials needed	1 minute	Cecily Mc Guinness Cashier C  Loregen Dealco Teller  Al Rachel Alo Customer Service Assistant E
7. Wait for the scheduled time the Plumbers will do the installation, and the construction works for the approved New Water Service Connection	Plumbers will do the tapping of the new water service connection.  Note: Depending on the availability of plumbers.	None	1 day	Reymar Montellin Water Sewerage Maintenance Man B  Lowe Codiz / Julito Bocar Plumber
<b>TO T A L :</b>		Php 4,800.00	2 Days and 29 minutes	



## 2. Water Bills and Other Payments

Concessionaires will pay their water bill before due dates

Office or Division :	COMMERCIAL SECTION			
Classification :	SIMPLE			
Type of Transaction :	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
WATER BILL - 1 copy	COMMERCIAL SECTION - METER READER			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed directly to the Teller/Cashier counter and Present any of the following. ➤ Water Bill ➤ Statement of Account ➤ Billing Slip  If no water bill presented: Inquire to Customer Service regarding your account number and proceed to Teller afterwards	Accept any of the following Payment Form /Slip. ➤ Water Bill ➤ Statement of Account ➤ Billing Slip	None	1 minute	Cecily Mc Guinness Cashier C  Loregen Dealco Teller  Al Rachel Alo Customer Service Assistant E
2. Payment	Process payment and issue of official receipt.	As billed	1 minute	Cecily Mc Guinness Cashier C  Loregen Dealco Teller
3. Received the issued Official Receipt.	Release the official receipt including the statement of account or water bill and Other slips.	None	30 seconds	Cecily Mc Guinness Cashier C  Loregen Dealco Teller
<b>TO T A L :</b>	As billed	2 minutes and 30 seconds		



### 3. Attending Concessionaires Request and Complaints

Any concessionaires may request or report minor leak for immediate repair and Senior Citizens Membership will be renewed yearly.

Office or Division:	COMMERCIAL AND ENGINEERING			
Classification:	SIMPLE, COMPLEX			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ACCOMPLISHMENT SERVICE REQUEST FORM	COMMERCIAL SECTION- CUSTOMER SERVICE			
SENIOR CITIZEN ID (FOR APPLICATION)	COMMERCIAL SECTION- CUSTOMER SERVICE			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service	<p>Transact and record the service request to the excel file and identify whether said requests are:</p> <ul style="list-style-type: none"> <li>➢ Change of Water Meter</li> <li>➢ Change of Gate valve to Ball valve with lock wing</li> <li>➢ Application for Senior Citizen</li> <li>➢ Repairs</li> <li>➢ Complaints (huge consumption, no water, etc.)</li> </ul> <p>Needed a billing slip for the service request for the material requirements and service fee.</p>	None	2 minutes	Al Rachel Alo Customer Service Assistant E
2. Payment	Processed the payment, issued official receipt, and advise the concessionaire to proceed to the customer service section afterwards.	As billed	1 minute	Cecily Mc Guinness Cashier C  Loregen Dealco Teller
3. Proceed to the Customer Service Section to process the Service Request	<p>Prepare a requisition slip and have it signed by the designated signatories and forward to the Engineering Section and to the Storekeeper respectively.</p> <p>The Engineering Supervisor will then check the material</p>	None	2 minutes	Al Rachel Alo Customer Service Assistant E  Eng. Lindsey Mansa Senior Engineer B



	<p>requirements written by customer service. Customer service will then endorse the requisition slip to the storekeeper and assign plumber to do the service request.</p> <p>Note: Depending on the availability of plumbers.</p> <p><b><u>For Application of Senior Citizen:</u></b></p> <p>➤ Accept and record the official receipt and endorse to billing section. Then, the billing encoder will entry the senior citizen application form to the system</p>			<p>Conrado Sabellano Jr. Storekeeper C</p> <p>Juvy Anding Billing Clerk</p>
4. Wait for the scheduled time: Plumbers will attend the Service Request and complaints	<p>Plumbers will do the service request as required at the concessionaires Service Order.</p> <p>Note: Depending on the availability of plumbers</p>	None	3 days (if major repair)	<p>South Area: Roger Mendez/ Elizalde Penaso Plumber</p> <p>Roel Langam in/ Warren Sabellano Plumber</p> <p>North Area: Low e Codiz/ Julito Bocar Plumber</p> <p>Central Area: Edwin Cubero/ Ariel Codiz Plumber</p>
<b>TO T A L :</b>		As billed	3 days and 5 minutes	



#### 4. Temporary Disconnection and Reconnection of Service Connection

Concessionaires may request temporary disconnection, especially when it's not in use, and reconnect their water meter when it's disconnected.

Office or Division:	COMMERCIAL			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ACCOMPLISHED SERVICE REQUEST FORM	COMMERCIAL SECTION - CUSTOMER SERVICE			
P400 OR P250 FOR RECONNECTION FEE	CONCESSIONAIRE			
P100 FOR DEMAND FEE	CONCESSIONAIRE			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service	<p><u>For Reconnection:</u> Customer service will review and verify the records of the disconnected concessionaire and provide a billing slip for the total amount dues including the reconnection fee, demands fee and arrears</p> <p><u>For Disconnection:</u> The Customer Service will prepare a service order for the temporary Disconnection of the concessionaire service connection and endorse to the assigned plumbers immediately</p>	At cost	3 minutes	AI Rachel Alo Customer Service Assistant E
2. Payment (For Reconnection Only)	Process payment and issue official receipt and advice to proceed to the customer service section for briefing/ reorientation if needed.	As billed  Additional Plus: <b>Php 100</b> <b>Demand Fee</b> (2 months' unpaid bills)	1 minute	Cecily Mc Guinness Cashier C  Loregen Dealco Teller

		<b>Ph p 250</b> <b>Re connection Fee</b> (Re connected within a month)		
		<b>Ph p 400</b> <b>Re connection Fee</b> (Re connected more than a month)		
3. Wait for the scheduled time: Plumbers will attend the Service Request for Temporary Disconnection and Reconnection	Plumbers will do the service request as required at the concessionaire/s service request  Note: Depending on the availability of plumbers	None	1 day	Arniel Lanzaderas/ Mike Sabellano Cutting Team
<b>TO T A L :</b>		Ph p 750.00 and as billed	1 day and 4 minutes	



##### 5. Transfer and Change Name of Water Service Connection

Concessionaires may request water meter relocation especially during transfer of residence within the area and Change name when the owner allows them to change their name.

Office or Division:	COMMERCIAL AND ENGINEERING			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ACCOMPLISHED SERVICE REQUEST FORM	COMMERCIAL SECTION - CUSTOMER SERVICE			
AUTHORIZATION LETTER WITH SIGNATURE OF THE REGISTERED NAME	OWNER OF THE ACCOUNT NAME			
CEDULA	CONCESSIONAIRE			
VALID ID	CONCESSIONAIRE			
₱850.00 FOR CHANGE NAME AND TRANSFER WATER METER	CONCESSIONAIRE			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service	<p>Customer service will verify and transact concessionaire's concern in the Service Order whether:</p> <ul style="list-style-type: none"><li>➤ Transfer/ relocation of Water Service Connection or</li><li>➤ Change name of Water Meter</li></ul> <p><u>For Relocation/ Transfer:</u></p> <ul style="list-style-type: none"><li>➤ Refer to the engineering section with regards to the applicant's vicinity if there's an available transmission or distribution pipelines.</li><li>➤ Issue Service Order and endorse to the engineering section for inspection and estimation.</li></ul> <p><u>During On-site Inspection:</u></p> <p>Assigned plumbers will inspect the</p>	None	3 hours	AI Rachel Alo Customer Service Assistant E



	<p>concessionaire's vicinity with the presence of the concessionaire and prepare the material requirements (if any)</p> <p><b>For Change Name:</b></p> <ul style="list-style-type: none"> <li>➤ Verify if the account name</li> </ul>			
<b>2. Payment</b>	<p>Process payment and issue Official Receipt and advise concessionaires to go to the Customer Service</p>	<b>Ph p 350</b> Transfer Fee  <b>Ph p 500</b> Change Name	1 minute	Cecily Mc Guinness Cashier C  Loregen Dealco Teller
<b>3. Submit the Official Receipt to the Customer Service</b>	Customer service will accept and record the official receipt given by the concessionaire	None	2 minutes	Al Rachel Alo Customer Service Assistant EE
<b>4. Wait for the scheduled time:</b>  Plumbers will attend the Service Request	Process the relocation or transfer of service connection  Note: Depending on the availability of plumbers	None	1 day	South Area: Roger Mendez/ Elizalde Penaso Plumber  Roel Langam in/ Warren Sabellano Plumber  North Area: Lowe Codiz/ Julito Bocar Plumber  Central Area: Edwin Cubero/ Ariel Codiz Plumber
<b>TO T A L :</b>		Ph p 850.00	1 day 3 hours and 3 minutes	



**A C C O U N T I N G   S E C T I O N**  
**I N T E R N A L   S E R V I C E S**



## 1. Preparation of Payroll

Office or Division:	ACCOUNTING			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	TCWD EMPLOYEES			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
DAILY TIME RECORD	• TCWD EMPLOYEES			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DTR to HRMO	Check and verify the DTR  Process the Payroll and endorse to the Accounting Section	None	3 Hours	Khryss Mariz Duco HRM O-C
2. Sign the Payroll for Release of Salary	Check Payroll  Download Salary to Land Bank of the Philippines	None	4 Hours	Rhodchel Dela Sierra Engineering Aide B
TOTAL:		None	7 hours	

## 2. Preparation and Submission of Financial Statement

Office or Division:	ACCOUNTING			
Classification:	COMPLEX			
Type of Transaction:	G2G			
Who may avail:	COA, LWUA, BOD AND GM			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
LETTER FOR SUBMISSION	<ul style="list-style-type: none"> <li>• LWUA - LOCAL WATER UTILITIES ADMINISTRATION</li> <li>• COA - COMMISSION ON AUDIT</li> </ul>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mail the Letter or Email to the Finance Section	Process the preparation of Financial Statement  Submit through Email and/ or Courier	None	10 Days	Mary Christy Ocampos Senior Corporate Accounts Analyst
TOTAL:		None	10 days	



### 3. Preparation and Payment of Remittances

(GSIS, PAG-IBIG, PHILHEALTH AND BIR)

Office or Division:	ACCOUNTING			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
MONTHLY BILLING		• GSIS, PAG-IBIG, PHILHEALTH AND BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Monthly Billing Statement Through Email or Mail	Process the Remittance List GSIS, PAG-IBIG, PHILHEALTH, BIR	None	4 Hours	Rhodchel De la Sierra <i>Engineering Aide B</i>
	Process Check for Payment  Pay Remittances		15 Minutes	Mary Christy Ocampos <i>Senior Corporate Accounts Analyst</i>  Khriza Mae Bayado <i>Accounting Processor A</i>  Cecily Mc Guinness <i>Cashier C</i>
2. Issue Official Receipt	Receive Official Receipts	None	5 Minutes	Cecily Mc Guinness <i>Cashier C</i>
TOTAL:		None	4 hours and 20 minutes	



## **ADMINISTRATIVE SECTION**

### **EXTERNAL SERVICES**



## 1. Submission of Documents for Job Application

Any individuals may submit their Application Documents to the Admin Section

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	JOB APPLICANTS			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
APPLICATION LETTER	APPLICANTS			
PERSONAL DATA SHEET	APPLICANTS			
TRANSCRIPT OF RECORDS (TOR)	SCHOOL/UNIVERSITY GRADUATED			
CERTIFICATE OF ELIGIBILITY (IF APPLICABLE)	CIVIL SERVICE COMMISSION			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Requirements	Receive the Application documents and stamp received  If qualified or not the Applicant will be informed  Give the stamped documents to the applicant	None	15 Minutes	Khyss Mariz Duco HR M O -C
2. Receive the Stamped Documents				
TOTAL:		None	15 minutes	



**ADMINISTRATIVE SECTION**  
**INTERNAL SERVICES**



## 1. Submission of SALN

Admin Section will connect the SALN on the scheduled date set by the management.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	EMPLOYEES, OMBUDSMAN, CSC			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ACCOMPLISHED SALN FORM	• ADMINISTRATIVE SECTION			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished SALN	Check the completeness of the SALN form make sure it is duly notarized  Submit to Ombudsman and CSC	None	1 Day	Khyss Mariz Duco HRM O-C
TOTAL:		None	1 Day	

## 2. Leave Application

Employees may request application of leave in the event of family matters, emergency and personal transactions

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	EMPLOYEES			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ACCOMPLISHED NOTICE OF LEAVE FORM	• ADMINISTRATIVE SECTION			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the 3 copies of Leave Forms to the Admin	Process Leave Application Recommendation of Application Approval/ Disapproval	None	20 Minutes	Khyss Mariz Duco HRM O-C
TOTAL:		None	20 Minutes	



### 3. Application for Monetization

Employees may monetize their leave credits in case of emergency.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	EMPLOYEES			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
ACCOMPLISHED NOTICE OF LEAVE FORM	• ADMINISTRATIVE SECTION			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the 3 copies of Leave Forms	Process Monetization Compute the Monetary Value Recommendation of Monetization Application Approval/ Disapproval	None	20 Minutes	Khyss Mariz Duco HRM O-C
TOTAL:		None	20 Minutes	

### 4. Request of Service Record

Current and Previous Employees may request a copy of their service record for any legal purposes.

Office or Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	CURRENT AND PREVIOUS EMPLOYEES			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
REPRESENTATIVE- AUTHORIZATION LETTER FROM PREVIOUS EMPLOYEES	PREVIOUS EMPLOYEES			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give Authorization Letter (if representative)  If Employee, ask for a copy	Process the request and give the Logbook to the client	None	5 Minutes	Khyss Mariz Duco HRM O-C
TOTAL:		None	5 Minutes	



## W A T E R   S A F E T Y   T E A M



## 1. Request for Bacteriological Test

Concessionaires may request for bacteriological test for any legal purposes

Office or Division:	ENGINEERING SECTION			
Classification:	HIGH TECHNICAL			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
REQUEST FORM	CLIENT			
PHP 750 PER WATER SAMPLE	CLIENT			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 Copies of Letter Request for Water Analysis Bacteriological Test and Payment	Process Water Analysis Bacteriological Test  Issue Official Receipt	PHP 750 per Water Sample	10 Minutes	Reymar Montellin Water Sewerage Maintenance Man B
2. Receive the Official Receipt and wait for the Result	Process Request to the Accredited Laboratory - Water Life Iligan City		7 Days	
3. Client will get the Result once available			5 Minutes	
TOTAL:		PHP 750.00	17 Minutes	

## 2. Request of Certificate of Potability

All concessionaires in any type may request Certificate of Potability for any legal purposes

Office or Division:	ENGINEERING SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
REQUEST FORM	CLIENT			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logbook, Submit Letter Request	Received Request Letter and Interview  Photocopy and give to the client the requested documents	None	2 Days	Engr. Lindsey Mansa Senior Engineer B
TOTAL:		None	2 Days	

## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the client feedback/ survey form and drop it at the designated drop box inside TCWD Office.</p> <p>Smart: 0918-948-6339        Email add: <a href="mailto:tangubcitywaterdistrict@yahoo.com">tangubcitywaterdistrict@yahoo.com</a>        FB page: <a href="https://facebook.com/tcwd7214">facebook.com/tcwd7214</a>        Official Website: <a href="http://www.tangubcitywaterdistrict.com">www.tangubcitywaterdistrict.com</a></p>
How feedbacks are processed?	<p>Every Friday, the Public Assistant Complaints Desk opens the drop box and compiles and records all feedback/ survey submitted.</p> <p>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 citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>Smart: 0918-948-6339        Email add: <a href="mailto:tangubcitywaterdistrict@yahoo.com">tangubcitywaterdistrict@yahoo.com</a></p>
How to file a complaint?	<p>Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance Complaints Desk.</p> <p>Complaints can also be filed via Telephone. Make sure to provide the following information:</p> <p>Name of the person being complained:        Incident- Brief summary of the complaint        Evidence- Proof or Evidence to support the complaint        Date and place of incident</p> <p>For inquiries and follow ups        Clients may contact the following numbers:</p> <p>Smart: 0918-948-6339        Email add: <a href="mailto:tangubcitywaterdistrict@yahoo.com">tangubcitywaterdistrict@yahoo.com</a>        FB page: <a href="https://facebook.com/tcwd7214">facebook.com/tcwd7214</a>        Official Website: <a href="http://www.tangubcitywaterdistrict.com">www.tangubcitywaterdistrict.com</a></p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>



Contact Information of CCB, PCC,  
ARTA

**ANTI RED TAPE AUTHORITY (ARTA)**

Website: [arta.gov.ph](http://arta.gov.ph)

Email: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)

Call: 8478-5091 / 8478-5099

**CONTACT CENTER NG BAYAN (CCB)**

Website: [contactcenterngbayan.gov.ph](http://contactcenterngbayan.gov.ph)

Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)

Call: 1-6565

Text: 0908-881-6565

**PRESIDENTIAL COMPLAINT CENTER (PCC)**

Email: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)

Call: 8736-8645 / 8736-8603 / 8736-8629 / 8736-8621

**CITIZENS' COMPLAINT CENTER**

Call/Text: 8888



Office Name	Address	Contact Information
Tangub City Water District	Tangub City, Misamis Occidental	0918-948-6339
Local Water Utilities Administration	Katipunan Road Balar, Quezon City	(02)-8920-5581
CS C Field Office	Oroquieta City, Misamis Occidental	0939-912-4626
CS C Region	Vamenta Road, Carmen Cagayan de Oro City	(088) 858-7563 (08822) 71-00-57 (088) 858-2805 (088) 855-0397
ARTA Authority	395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines	0908-881-6565



