



# CITIZEN'S CHARTER

## I. MANDATE

The MONCADA WATER DISTRICT mandate is contained in PD 198, as amended, declaring a national policy favoring local operation and control of water systems; authorizing the formation of local water districts and providing for the government and administration of such districts.

The Moncada Water District was formed for the following purposes:

1. Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within the boundaries of such districts;
2. Providing, maintaining and operating wastewater collection, treatment, and disposal facilities; and
3. Conducting such other functions and operations incidental to water resource development, utilization and disposal within such districts.

## II. VISION

A reliable partner of the Local Government Unit in their effort to improve the quality of life for a better community.

## III. MISSION

To provide a 24-hour service of potable water at the cheapest price.

## IV. SERVICE PLEDGE

We, the staff and employees of Moncada Water District, commit to serve and provide 24/7 service of efficient, adequate, reliable, and potable water that will improve the quality of life for a better community and attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch breaks.

## I. APPLICATION FOR NEW SERVICE CONNECTION

New Service Connection is one of the frontline services offered by the Moncada Water District (MWD) to all residents of Moncada, Tarlac and San Manuel, Tarlac, who are interested/willing to apply for a water service connection of Moncada Water District. This service is open to residential (households), commercial (establishments / business), and government (office / agency)

Office / Division:	Commercial Section/Front Desk			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
	G2B – Government to Business			
	G2G – Government to Government			
Who May Avail:	Households, Businesses and Government Offices within the municipality of Moncada, Tarlac; and San Manuel, Tarlac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated/Current Community Tax Certificate or Senior Citizen's ID	Moncada/San Manuel LGU for the Community Tax Certificate; and Senior Citizen's Office for the Senior Citizen's ID			
Recent photo	Applicant's picture should be taken at the MWD Office			
Application form	MWD Office			
Official Receipt	MWD, Finance Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the Front Desk Officer	1. Interview and orient client	None	5 Minutes	Front Desk Officer Commercial Section
2. Fill out the application form	2. Process application	None	5 Minutes	Front Desk Officer Commercial Section
3. Proceed to the cashier and pay registration fee and water maintenance fee	3. Accepts payment and issue official receipt	PHP 3,500.00	3 Minutes	Cashier Finance Section
TOTAL	PHP 3,500.00		13 Minutes	

\* Inspection of the site and estimating of the materials needed for the new service applicant will follow and applicant will come back to the MWD office for the payment of the materials and cross road (boring) fee, if needed. Amount of materials varies from one applicant to another applicant depending on the size of water lines preferred by the applicant and location of the tapping line.

## II. INSTALLATION OF NEW SERVICE CONNECTION

Installation of new water service connection is done by the Maintenance Section within three (3) to five (5) days after all the required fees are paid by the applicant.

Office / Division:	Front Desk/Maintenance Section			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
	G2B – Government to Business			
	G2G – Government to Government			
Who May Avail:	Households, Businesses and Government Offices within the municipality of Moncada, Tarlac; and San Manuel, Tarlac			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up form of application for new service connection		MWD Office, Front Desk / Commercial Section		
Official receipt		MWD Office, Cashier C, Finance Section		
Maintenance Job Order		MWD Office, Front Desk, Commercial Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Front Desk Officer and ask for the break-down of materials	1. Provide client with the amount of materials to be paid by the applicant	None	2 Minutes	Front Desk Officer Commercial Section
2. Pay the necessary amount to the cashier	2. Accepts payment and issue official receipt	Amount varies	3 Minutes	Cashier C Finance Section
3. Present Official Receipt (payment of materials) to the Front Desk Officer	3. Prepare Maintenance Job Order and let the applicant signed it	None	5 Minutes	Front Desk Officer, Commercial Section
4. Pay the necessary amount of materials for new service connection	4. Issued official receipt	Amount varies	5 Minutes	Front Desk Officer Commercial Section

NOTE: Cross road connection fee for:

Municipal Road	PHP 1,800.00	1 – 2 Days	Plumbers Maintenance Section
Provincial Road	PHP 2,800.00	1 – 2 Days	
Barangay Road	PHP 1,800.00	1 – 2 Days	
Hi-way (national road)	PHP 6,000.00	2 – 3 Days	

## III. PAYMENT OF WATER BILL

Moncada Water District is the lone collecting center for all its concessionaires. Payment of water bills and other fees are transacted **only** within the office. Official receipts are issued for any monetary exchanges between the client and MWD.

Office/Division:	Commercial Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
	G2B – Government to Business			
	G2G – Government to Government			
Who May Avail:	All concessionaires of MWD			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Notice of water bill			Notice of water bills were given to concessionaires right after the meter reading of the meter reader	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the teller and present notice of water bill and pay the amount due (in case notice of water bill cannot be presented, just inform the teller of the account information (account name and address))	1. Receives customer's notice of water bill and issue corresponding official water bill receipts	Total amount due on water bill	2 Minutes	Customer Service Assistant / Administrative Services Aide Commercial Section



		COMMODITY CHARGE					
CLASSIFICATION	SIZE	Minimum Charge		Commodity Charge			
		0-10 cu.m.	11-20 cu.m.	21-30 cu.m.	31-40 cu.m.	41-50 cu.m.	50up cu.m.
Residential / Government	½"	185.00	20.00	21.95	24.20	26.90	30.00
	¾"	286.00	20.00	21.95	24.20	26.90	30.00
	1	592.00	20.00	21.95	24.20	26.90	30.00
Commercial / Industrial	½"	370.00	40.00	43.90	48.40	53.80	60.00
	¾"	592.00	40.00	43.90	48.40	53.80	60.00
	1	1,184.00	40.00	43.90	48.40	53.80	60.00
Commercial A	½"	323.75	35.00	38.40	42.35	47.05	52.50
	¾"	518.00	35.00	38.40	42.35	47.05	52.50
	1	1,036.00	35.00	38.40	42.35	47.05	52.50
Commercial B	½"	277.50	30.00	32.90	36.30	40.35	45.00
	¾"	444.00	30.00	32.90	36.30	40.35	45.00
	1	888.00	30.00	32.90	36.30	40.35	45.00
Commercial C	½"	231.50	25.00	27.40	30.25	33.60	37.50
	¾"	370.00	25.00	27.40	30.25	33.60	37.50
	1	740.00	25.00	27.40	30.25	33.60	37.50
Bulk / Wholesale	½"	555.00	60.00	65.85	72.60	80.70	90.00
	¾"	888.00	60.00	65.85	72.60	80.70	90.00
	1	1,776.00	60.00	65.85	72.60	80.70	90.00

#### IV. RECONNECTION OF WATER SERVICE

Reconnection of water service is provided to concessionaires who settle their unpaid water bills in full and payment of reconnection fee.

Office/Division:	Commercial Section/Front Desk
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	All disconnected/inactive concessionaires of MWD

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		Front Desk Officer		
Maintenance Job Order Form		Front Desk Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Front desk and inquire for the balance of the disconnected account and request for the reconnection of disconnected water service	1. Receive and entertain client's query and provide statement of account	None	3 Minutes	Front Desk Officer Commercial Section
2. Pay the reconnection fee and the unpaid water bill to the office collector / cashier C	2. Receive payment and issue official receipt / water bill receipt	Amount due on water bill  Reconnection fee: 1 Day to 3 Days from date of disconnection PHP 100.00  4 Days to 14 Days – PHP 450.00  15 Days onwards –	3 Minutes	Cashier B Finance Section  Customer Service Assistant A / ASA Commercial Section
3. Go back to the Front Desk Officer and present official receipt	3. Encode and print maintenance job order and let it signed by the client then submit to the Maintenance Section Instruct client to go home and wait for the MWD employee to reconnect water service line.	None	3 Minutes  1 Day	Front Desk Officer Commercial Section

#### V. TEMPORARY DISCONNECTION OF WATER SERVICE

Office / Division:	Front Desk/Commercial Section
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
	G2B – Government to Business
	G2G – Government to Government
Who May Avail:	All Active concessionaires of MWD
CHECKLIST OF REQUIREMENTS	
Maintenance Job Order Form	Front Desk Officer
Official water bill receipt	Office Collection/Commercial Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach front desk officer and request for temporary disconnection of water service	1. Interview client and prepare statement of account	None	3 Minutes	Front Desk Officer Commercial Section
2. Proceed to the teller's window and pay the necessary amount	2. Receive and issue official water bill receipt	Amount due on water bill (last bill)	2 Minutes	Customer Service Assistant A / Administrative Services Aide Commercial Section
3. Go back to the front desk officer and present official water bill receipt	3. Prepare maintenance job order and let the client signed it	None	3 Minutes	Front Desk Officer Commercial Section

#### VI. REPORT / REPAIR OF WATER LEAKAGES

Report / repair of water leakages, be it the distribution lines, service lines, and leaks before the meter/leaks at the meter, must be filed/ lodged at the Commercial Section (Front Desk) and can be done through phone calls or in person, and the corresponding maintenance job order is forwarded to the Maintenance Section for appropriate action. The abovementioned leaks require no fees. However, leaks after the meter require labor fees. Concessionaires may opt to hire any plumber or may directly request at the office.

Office / Division:	Front Desk/Commercial Section
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	All Active concessionaires of MWD

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front desk and report the leak /request for the repair of the leak	1. Attend to client's request / report; encode and print maintenance job order and let it signed by the client	None	3 Minutes	Front Desk Officer Commercial Section
2. Wait for the repair of the reported leaks	2. Forward the maintenance job order to the Maintenance Section 2.1 Instruct client to go home and wait for the MWD employee to repair the leak	None	2 Minutes	Front Desk Officer Commercial Section
		None	2 Minutes	Front Desk Officer Commercial Section

NOTE: Leaks before the water meter

Distribution lines	None	ASAP	Plumbers
Service lines before the water meter	None	1 Day	Maintenance Section

#### VII. WATER METER CONCERNS

Water meter efficiency request is provided to concessionaires who want to have their water meter to be replaced but should undergo investigation and meter testing first. Water meters found to be defective (stuck, moist/blurred, old water meters or misaligned roller number) are replaced. But if water meter found to be defective/damaged due to owner's negligence, concessionaires must pay the water meter's cost, which varies sporadically, depending on the current water meter price, as procured by the district



Office / Division:	Front Desk/Commercial Section
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	All Active concessionaires of MWD

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
None		Not applicable			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the front desk and report / re-request for your water meter concerns	1. Attend to client's report/ request and prepare Maintenance Job Order and let the client signed it then submit to the Maintenance Section for appropriate action	None	3 Minutes	Front Desk Officer Commercial Section	
	2. Advice client to go home and wait for the MWD employee to do the investigation / act on the request.	None	1 minute	Front Desk Officer Commercial Section	

## VIII. WATER QUALITY CONCERNS

Water quality test is granted to households or establishments who have water quality issues. When a concessionaire complains of a sandy water, flushing of service line or distribution line is performed to address the issue.

Office / Division:	Front Desk/Commercial Section
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	All Active concessionaires of MWD

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
none		Not applicable			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Front desk and report water quality concerns	1. Attend to client's report/ request and take note of the name and location	None	3 Minutes	Front Desk Officer Commercial Section	
2. Provide details of the water quality problem	2. Prepare Maintenance Job Order and let it signed by the client and submit it to the Maintenance Section for appropriate action	None	3 Minutes	Front Desk Officer Commercial Section	
	2.1 Maintenance Section will schedule as to when and who will go to the area to take necessary action	None	3 minutes	Water Maintenance Man A, Maintenance Section	

## IX. TRANSFER OF WATER METER

Concessionaires may request a transfer of their water meter to another / different barangay and/or another/near property line with corresponding transfer of water meter fee and it can only be done by the MWD employee/plumber. For dormant accounts, the concessionaire needs to request for reconnection of water service (please refer to service no. IV) first before availing of this service. Accounts are considered dormant who are inactive for 3 months or more.

Office/Division:	Front Desk/Commercial Section
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	All concessionaires of MWD

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Valid identification card with signature of the registered concessionaire of MWD			GSIS, SSS, DFA, Postal ID, LTO, Current Company ID, School ID, OSCA ID, PRC, PHIC, BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the front desk and make a re-request for water meter transfer	1. Ask for a valid ID of the registered concessionaire of MWD (requesting person) and instruct client to pay the necessary transfer of water meter fee to the cashier	None	2 Minutes	Front Desk Officer Commercial Section	
2. Proceed to the cashier and pay the necessary transfer of water meter fee	2. Receives payment of transfer of water meter fee and issue official receipt	PHP 250.00	2 minutes	Cashier C Finance Section	
3. Present official receipt to the front desk officer	3. Prepare maintenance job order, let it signed by the client and forward it to the Maintenance Section	None	3 Minutes	Front Desk Officer Commercial Section	
	3.1. Instruct client for the possible schedule of work by the MWD Maintenance Section	None	1 Minute	Front Desk Officer Commercial Section	
	3.2. Advice client that materials to be used for the requested transfer of water meter will be estimated by Maintenance Section and will be paid by the requesting client	Amount varies depending on the materials to be used for the transfer of water meter	3 Minutes	Front Desk Officer Commercial Section	

## X. APPLICATION OF AVAILMENT OF SENIOR CITIZEN DISCOUNT

Moncada Water District adheres to Philippine Law such as REPUBLIC ACT NO. 9994 AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432, AS AMENDED, OTHERWISE KNOWN AS "AN ACT TO MAXIMIZE THE CONSTRUCTION OF SENIOR CITIZENS TO NATION BUILDING, GRANT BENEFITS AND SPECIAL PRIVILEGES AND FOR OTHER PURPOSES" the grant of a minimum of five percent (5%) discount relative to the monthly utilization of water and electricity supplied by the public utilities: Provided, That the individual meters for the foregoing utilities are registered in the name of the senior citizen residing therein: Provided, further, That the monthly consumption does not exceed one hundred kilowatt hours (100 kWh) of electricity and thirty cubic meters (30 m3 ) of water: Provided, furthermore, that the privilege is granted per household regardless of the number of senior citizens residing therein"

(<https://www.officialgazette.gov.ph/2010/02/15/republic-act-no-9994/>)

Office/Division:	Front Desk/Commercial Section
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Concessionaires who are senior citizens

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
If applied by the Senior Citizen: Valid Senior Citizen ID Card (1 photocopy) – If applied through Representative: Valid Senior Citizen ID Card (1 photocopy) – present the original ID at the office Conditions for the Availment: * Senior citizen must be a resident of the household * Consumption should not exceed 30 cu.m. * Senior citizen can only avail the discount of one residential account			Applicant / Representative		



Filled up Senior Citizen's Discount form		Front Desk Officer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE
1. Proceed to the Front Desk officer and fill out the application form for Senior Citizen discount and attach requirements	1. Assess application form and requirements		
	1.1. Submit to GM for signature/approval	None	5 Minutes
	1.2. Submit to CSA-E for updating concessionaires' ledger		Front Desk Officer Commercial Section

## XI. APPLICATION FOR CHANGE OF ACCOUNT NAME

Change name request is granted to concessionaires who intend to have their registered name amended or modified. New owner of the house and lot or deceased registered owner are among the various reasons for the request.

Office / Division:	Front Desk/Commercial Section
Classification:	Simple Transaction
Type of Transaction:	02C - Government to Citizen 02B - Government to Business 02D - Government to Government

Who May Avail: Concessionaires who have existing account with MWD

### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

If applied by the registered person, just present valid ID Applicant / Representative with signature  
If applied by a representative (must be immediate family member of the registered owner), bring authorization letter from the registered owner, his/her valid ID with signature with xerox copy, representative's valid ID to trace their relationship

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Front Desk and request for change of name	1. Provide client with the checklist of requirements	None	1 Minute	Front Desk Officer Commercial Section
2. Submit requirements as stated above	2. Receive and review requirements and process request	None	3 Minutes	Front Desk Officer Commercial Section
	2.1 Forward to Customer Service Assistant E for updating the records	None	2 minutes	Front Desk Officer Commercial Section

## XII. REQUEST OF WATER METER CALIBRATION

All water meters issued by the MWD are already calibrated. This service entails a fee in case concessionaire wants his/her water meter be calibrated again for doubtful high consumption or whatever reason.

Office/Division:	Front Desk / Commercial Section			
Classification:	Complex Transaction			
Type of Transaction:	02C – Government to Citizen 02B – Government to Business 02D – Government to Government			
Who May Avail:	Concessionaires who have existing account with MWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Water meter for calibration		Owner		
Official receipt		MWD, Finance Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PRO-CESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Front Desk Officer and request for calibration of water meter	1. Inform and provide client with requirements and fee and prepare the water meter testing report	None	2 Minutes	Front Desk Officer Commercial Section

2. Pay the necessary amount to the cashier (Finance Section)	2. Accept payment and issue official receipt to the client	PHP 200.00	2 Minutes	Cashier C, Finance Section
3. Present official receipt to the Front Desk Officer	3. Encode and print job order and forward it to the Maintenance	None	1 Day	Front Desk Officer Commercial Section

## INTERNAL SERVICES

### I. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Certificate of employment is issued to any individual/person employed by the Moncada Water District for whatever legal intents or purposes it may serve them.

Office/Division:	Administrative Section
Classification:	Simple Transaction
Type of Transaction:	02D - Government to Government
Who May Avail:	Employees of Moncada Water District

### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

Request form		HRM Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form	1. Accept and verify request and prepare certificate of employment	None	6 Minutes	HRM personnel
2. Claim certificate of Employment	2. Sign and release certificate of employment	None	1 Minute	HRM Personnel
Total			7 Minutes	

## II. ISSUANCE OF EMPLOYEES' RECORDS (SERVICE RECORD, LEAVE RECORDS AND PERSONAL RECORDS)

Records of employees are being issued to any individual/person who has been employed or currently employed with the Moncada Water District for GIS purposes and other legal purposes that the requester intended to use.

Office/Division:	Administrative Section/HRMO
Classification:	Simple Transaction
Type of Transaction:	02D - Government to Government
Who May Avail:	Employed/Employees of Moncada Water District

### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

Request form	CLIENT STEPS	AGENCY ACTION	HRM Office FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form	1. Accept and verify request and prepare the document being requested	None	10 Minutes	HRM Personnel	
2. Claim requested document	2. Sign and release employee's records	None	1 Minute	HRM Personnel	
Total			11 Minutes		

## III. ISSUANCE OF APPLICATIONS FOR LEAVE OF ABSENCE

The Human Resource Management Office is also responsible in the issuance of leave of absence of Moncada Water District officials and employees.

Office / Division:	Administrative Section/HRMO
Classification:	Simple Transaction
Type of Transaction:	02D - Government to Government
Who May Avail:	Officials/Employees of Moncada Water District

### CHECKLIST OF REQUIREMENTS WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form (CS Form No. 6)	1. Accept leave form and update leave credits. HRMO will certify and sign the approve leave	None	5 Minutes	HRM Personnel

2. Claim Application for Leave (Employee's Copy) Total	2. File the accomplished and signed form to Employee's Records.	None	1 Minute	HRM Personnel
			6 Minutes	

## XII. FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback? Answer the client feedback form and drop it at the designated "Suggestion Box" placed at the office entrance

Mailing Address:  
MONCADA WATER DISTRICT,  
Poblacion 2, Moncada, 2308 Tarlac  
Contact details:  
Email: [lettyducosacalamitao@yahoo.com](mailto:lettyducosacalamitao@yahoo.com)  
Hotline: 045 6065407  
Mobile: 0917 183 9637/0917 526 7009

How feedbacks are processed? At the end of the day, Front Desk Officer of Commercial Section opens the suggestion box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant section and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone numbers:

Telefax: 045 6065407  
Mobile: 0917 183 9637 / 0917 526 7009

How to file complaints? Answer the client complaint form and drop it at the designated "Suggestion Box" placed at the office entrance. Complaints can also be filed via telephone. Make sure to provide the following information:

- Name of person being complained
- Incident
- Evidence

For inquiries and follow-ups, clients may contact the following telephone number: 045-6065407, 0917-183-9637, 0917-526-7009

How complaints are processed? At the end of the day, the Front Desk Officer of Commercial Section opens the suggestion box and compiles and records all complaints submitted. Complaints are forwarded to the Office of the General Manager and a team will be directed to conduct investigation. The team shall start the investigation and forward the complaint to the relevant section for their explanation. The team will prepare a report after the investigation and shall submit it to the General Manager for appropriate action. A letter reply addressing the complaint will be sent to the client.

For inquiries and follow-ups, clients may contact the following telephone numbers: 045-6065407, 0917-183-9637, 0917-526-7009

Contact Information of ARTA, PCC, CC8  
ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  
1-ARTA (2782)  
PCC: 8888  
CC8: 0908-881-6565 (SMS)

## XIV. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Moncada Water District	Poblacion 2, Moncada, Tarlac	Telefax: 045 6065407 Mobile Numbers: 0917-183-9637, 0917-526-7009

REVISED: APRIL 2020

ENGR. ROGELIO B. MINA, JR.  
General Manager