



ZAMBOANGA CITY WATER DISTRICT

CITIZEN'S CHARTER HANDBOOK
2020 (1st Edition)



FOREWORD

Access to clean and potable water is a basic right of any individual. It is within this context that the Zamboanga City Water District (ZCWD) strives to provide access to potable water to each and every person within its franchise area of Zamboanga City. This desire also captures the commitment to strategically plan ahead and ensure the continued enjoyment of such.

As a 'Category A' or 'Very Large' water district, the ZCWD understands that it has a considerable responsibility to the people of Zamboanga City. Currently, we have active service connections across sixty-one (61) out of the city's ninety-eight (98) barangays.

We seek to provide quality water for all, while instituting a culture of 'continuous improvement' in our processes. We adhere and commit to our core values, affirming our dedication to service excellence in hopes of exceeding customer and statutory requirements, all while in compliance to local and international standards.

In our very core, we believe in the credo that '*Agua es Vida*'.

A handwritten signature in black ink, appearing to read "L. Vasquez", is positioned above the printed name.

LEONARDO REY D. VASQUEZ

General Manager



I. MANDATE

In accordance with the spirit and intentions of the Provincial Water Utilities Act of 1973¹ and the National Water Crisis Act of 1995², the Zamboanga City Water District (ZCWD) exists to address issues relevant to water supply, distribution, finance, protection, and conservation of watersheds and the waste and pilferage of water, across the entirety of Zamboanga City, its franchise area.

II. VISION

To be a premier water utility that provides excellent services towards improving the quality of life of its customers in adherence to the belief that *Agua es Vida* (Water is Life)

III. MISSION

The ZCWD exists to: (1) provide adequate, affordable, and sustainable supply of potable water; (2) develop and protect the city's water resources; and (3) manage waste water system in accordance with national and international policies and standards.

IV. QUALITY POLICY STATEMENT

Provision of quality water for all is our goal.

Continual improvement in our processes is our 'way of lie'.

Adherence and commitment to our core values affirms our dedication to service excellence that shall exceed customer and statutory requirements and, applicable local and international standards.

Because we believe in the credo that '*Agua es Vida*'.

¹ Presidential Decree No. 198

² Republic Act 8041



V. SERVICE PLEDGE

All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch breaks shall be attended to.

As public servants, we strive to meet the best standards and are guided by the following core values:

- Commitment
- Reliability
- Integrity
- Solidarity
- Professionalism; and
- Innovation



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Zamboanga City Water District
COMMERCIAL SERVICES DEPARTMENT
External Services



1. New Service Application

Filing an application for a new water service connection (new tapping and reopening of an abandoned water service connections)

Office or Division:	Customer Services Division	
Classification:	Complex	
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)	
Who may avail:	All within the ZCWD service area	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. IF applicant is the owner of subject property, <u>Certified True Copy</u> of lot title; 2. IF applicant is not the owner, <u>notarized authorization</u> to apply/install a water service connection/water facilities,; 3. For Urban Poor Associations, secure an authorization from the Housing Management Office 4. Location sketch; 5. Barangay Clearance (for the City Engineer's Office) 6. Building Permit 7. Excavation Permit, issued by: <ol style="list-style-type: none"> i. CEO, if a city/barangay road; ii. DEO, if a national road 8. Orientation Seminar Certificate (for new applicants) 9. SPA (Special Power of Attorney), if applying on behalf of the true applicant 	<ol style="list-style-type: none"> 1. Applicant 2. Applicant 3. Applicant 4. Applicant 5. Applicant 6. Applicant 7. CEO (City Engineer's Office) or DEO (District Engineer's Office), as applicable 8. Customer Services Division 9. Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office, and wait for turn to be serviced	1. Issue a service queue number to applicant	None	1 minute	Guard on duty
2. Proceed to Customer Service Division for initial interview	2. Conduct interview of the applicant, and advise the customer as to the requirements	None	10 minutes	Customer Service Officer
3. Attend orientation activity as scheduled; 3.1. Secure certification of orientation completion/attendance	3. Facilitate conduct of the orientation activity; 3.1. Issue certification of orientation attendance/ completion	None	2 hours	Customer Service Officer/ Customer Service Assistant
4. Submit applicable requirements, i.e. proof of ownership/authority, et. al.	4. Verify authenticity and completeness of submitted requirements; 4.1. Issue endorsement for payment of Inspection Fee	None	10 minutes	Customer Service Assistant
5. Proceed to Treasury Section for payment of Inspection Fee; 5.1 Secure official receipt	5. Verify and receive customer's payment for Inspection Fee; 5.1. Issue corresponding official receipt	₱ 150.00	5 minutes	Cashier



<p>6. Proceed to Service Application Section for photo and submission of remaining requirements</p>	<p>6. Verify completeness of requirements;</p> <p>6.1. Take photo of applicant via webcam for the application file</p> <p>6.2. Advise applicant as to schedule of site inspection; generate corresponding Job Order</p>	<p>None</p>	<p>5 minutes</p>	<p>Customer Service Assistant</p>
<p>7. None</p>	<p>7. Conduct inspection activity</p> <p>7.1. Provide feedback to customer regarding inspections results via contact number provided</p> <p>7.2. Confirm compliance with application requirements and validate inspections results; approve application; update the corresponding Job Order</p>	<p>None</p>	<p>within 3 working days (maximum)</p>	<p>Inspector/Field Officer</p> <p>Supervising Customer Service Officer</p>
<p>8. Proceed to Service Application Section³ and secure service queue number;</p>	<p>8. Advise applicant as to status of application;</p> <p>8.1. Provide the</p>	<p>None</p>	<p>5 minutes</p>	<p>Customer Service Assistant</p>

³ Customer Services Division, G/F ZCWD Main Office



	corresponding SRS, and endorse applicant to General Accounting Division ⁴ for processing			
9. Proceed to General Accounting Division for processing of the corresponding Store Requisition Slip (SRS)	9. Confirm and validate the applicant's SRS; 9.1. Endorse applicant to Treasury Section for payment of total costs for installation	None	10 minutes	Senior Accounting Processor
10. Proceed to Treasury Section for payment of assessed costs and fees	10. Validate total amount to be paid; receive payment; issue official receipt	₱ 4,300.00 – total average cost, <i>*exclusive of costs for concrete cutting, breaking, and restoration (cost is prescribed by the CEO or DEO)</i>	5 minutes	Cashier
TOTAL		₱ 4,450.00 <i>*exclusive of costs for concrete cutting, breaking, and restoration (cost is prescribed by the CEO or DEO)</i>	4 working days	
END OF TRANSACTION CYCLE				

⁴ 3/F ZCWD Main Office



2. Transfer Site of Tapping

For relocating (transferring) the tapping point of the water service connection

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IF applicant is the owner of subject property, <u>Certified True Copy</u> of lot title;		1. Applicant		
2. IF applicant is not the owner, <u>notarized authorization</u> to apply/install a water service connection/water facilities,;		2. Applicant		
3. For Urban Poor Associations, secure an authorization from the Housing Management Office		3. Applicant		
4. Location sketch;		4. Applicant		
5. Barangay Clearance (for the City Engineer's Office)		5. Applicant		
6. Building Permit		6. Applicant		
7. Excavation Permit, issued by:		7. CEO (City Engineer's Office) or DEO (District Engineer's Office), as applicable		
i. CEO, if a city/barangay road;				
ii. DEO, if a national road				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office, and	1. Issue a service queue number to applicant	None	1 minute	Guard on duty



wait for turn to be serviced				
2. Proceed to Customer Service Division for initial interview;	2. Conduct interview of the applicant, and advise the customer as to the requirements	None	10 minutes	Customer Service Officer
3. Prepare and secure application requirements	3. Validate applicant's compliance with prescribed requirements; 3.1. Endorse applicant for payment of Inspection Fee at the Treasury Section	None	2 minutes	Customer Service Assistant
4. Proceed to Treasury Section ⁵ for payment of Inspection Fee	4. Receive payment and issue official receipt	₱ 150.00	2 minutes	Cashier
5. Proceed to Customer Service Division for submission of official receipt together with application documents and requirements	5. Validate completeness of requirements, and acknowledge applicant's submission 5.1. Take photo of applicant via webcam for file purposes; 5.2. Advise applicant as to schedule of inspection	None	10 minutes	Customer Service Assistant

⁵ 4/F, ZCWD Main Office



	6. Conduct site inspection; 6.1. Prepare inspection report and provide feedback to applicant	None	3 working days, maximum	Customer Service Assistant
7. Proceed to Customer Services Division for follow-up and updates	7. Advise applicant as to status of application and findings of the inspection activity, including costs for materials if any; 7.1. Endorse application to approving officer	None	5 minutes	Customer Service Assistant
8. Proceed to Supervising Customer Service Officer for final approval of application	8. Approve the application after verification and validation	None	5 minutes	Supervising Customer Service Officer
TOTAL		₱ 150.00 * variable (additional) costs for materials as per assessment	4 workings days	
END OF TRANSACTION CYCLE				



3. Relocation of Water Meter

Simple relocation of water meter (within the same/current vicinity)

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old Water Bill or Official Receipt; 2. Location sketch <i>If demolition or restoration of concrete pavement is required:</i> 3. Performance Bond, deposited with either the CEO (City Engineer's Office) or DEO (District Engineer's Office), as applicable		1. Applicant 2. Applicant 3. Applicant; CEO or DEO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office, and wait for turn to be serviced	1. Issue a service queue number to applicant	None	1 minute	Guard on duty



2. Proceed to Customer Care Division for interview/assessment;	2. Conduct interview; 2.1. Prepare corresponding Job Order for water meter relocation; 2.2. Endorse to Service Application Section for site inspection	None	10 minutes	Customer Service Assistant
	3. Conduct site inspection to determine feasibility of requested water meter relocation 3.1. Update customer regarding the feasibility of requested water meter relocation	None	3 working days	Customer Service Assistant (Customer Services Division)
4. Proceed to Customer Services Division for further advise on the requested relocation	4. Advise customer as to inspection results and corresponding payments, IF ANY	None	5 minutes	Customer Service Assistant (Customer Services Division)
5. Proceed to Treasury Section for payment of materials and charges, IF ANY	5.1. Receive payment and issue official receipt	<i>varies</i>	1 minutes	Cashier
6. Proceed to Customer Services Division and submit supporting documents and receipts	6. Verify completeness of documents; 6.1. Attach payment form and Store Requisition Slip	None	5 minutes	Customer Service Assistant (Customer Services Division)



	to corresponding Job Order			
	6.2. Forward the Job Order to the Operations Group for implementation			
	7. Conduct relocation of water meter	None	4 working days, from receipt of Job Order	Service Connection Maintenance Section (Operations Group)
TOTAL		<i>varies</i>	7 working days (average)	
END OF TRANSACTION CYCLE				



4. Change of Account Name

Update of ZCWD account name to reflect new and/or actual owner

Office or Division:	Customer Services Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Old Water Bill or Official Receipt; 2. Authorization from former owner, OR any document proving proof of ownership; 3. Photo via webcam (for file) 4. Orientation Seminar Certificate, if requesting applicant has not yet undergone such orientation; 5. Certified True Copy of the lot title (as a supplemental requirement, in case of “assumed accounts” of nearby disconnected/delinquent connections) 6. Service Application Form (Change of Name) 7. Information Sheet 		<ol style="list-style-type: none"> 1. Applicant 2. Applicant 3. Customer Services Division 4. Customer Services Division 5. Applicant 6. Customer Services Division 7. Customer Services Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office, and wait for turn to be serviced	1. Issue a service queue number to applicant	None	1 minute	Industrial Security Guard



2. Proceed to Customer Services Division for interview 2.1. Accomplish the required forms	2. Interview requesting applicant; 2.1. Provide information sheet and application form for accomplishment by applicant 2.2. Advise as to schedule for orientation seminar	None	10 minutes	Customer Service Officer
3. Attend the orientation seminar as scheduled	3. Validate attendance to the orientation seminar	None	2 hours	Customer Service Assistant
4. Proceed to Customer Services Division for review of requirements and compliance	4. Validate compliance with requirements; ensure that the account is in good standing with no back accounts; 4.1. Endorse applicant to the Treasury Section for payment of Change of Name fee	None	5 minutes	Customer Service Assistant
5. Proceed to Treasury Section for payment of corresponding fee	5. Validate and receive the fee payment; issue the corresponding official receipt	₱ 150.00	1 minute	Cashier
6. Proceed to Customer Services Division; 6.1. Submit official	6. Receive the submitted requirements and validate; 6.1. Endorse the	None	20 minutes	Customer Service Assistant



receipt together with other remaining requirements	<p>application and corresponding requirements for final approval; update the database and customer account;</p> <p>6.2. Advise the applicant to return after two (2) days to retrieve the “owner’s copy”</p>			
7. Return/proceed to the Customer Services Division for retrieval of owner’s copy (after the 2-day period as advised)	7. Furnish file copy to the applicant-owner	None	1 minute	Customer Service Assistant
	TOTAL	₱ 150.00	3 hours	
END OF TRANSACTION CYCLE				



5. Service Complaint

Filing a service-related complaint, i.e. issues on water supply or pressure, service line issues, et. al.

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Corresponding ZCWD Account Name/Number 2. Location sketch 3. Contact details		1. Applicant (refer to old bill or receipt) 2. Applicant 3. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, Main Office	1. Issue a service queue number to applicant	None	1 minute	Industrial Security Guard
2. When number is called, proceed to Customer Service Division for complaint assessment; 2.1. Provide contact details and location sketch for easy reference	2. Interview and assess the circumstances of the applicant; secure contact info and other details 2.1. Prepare corresponding Job Order; attach location sketch	None	10 minutes	Customer Service Officer/ Customer Service Assistant



	<p>3. Conduct inspection/ investigation based on corresponding Job Order and sketch</p> <p>3.1. Provide feedback to customer regarding inspection results, and advise when to return to the Main Office</p>	None	24 hours, from receipt of the corresponding Job Order	
<p>4. Secure a service queue number at the G/F, Main Office, and proceed to Customer Service Division when number is called</p>	<p>4. Provide customer with feedback based on inspection results; advise customer as to next steps, as may be applicable</p> <p>4.1. Update customer's account/data in the Job Order Managements System (JOMS)</p> <p>4.2. IF APPLICABLE, endorse the Job Order to the proper ZCWD unit for resolution⁶</p>	None	10 minutes	Customer Service Officer/ Customer Service Assistant
TOTAL		None	3 working days	
END OF TRANSACTION CYCLE				

⁶ This steps applies in cases where the customer's concern cannot be resolved at the Customer Care Division's level



6. Water Bill Inquiry (via SMS)

Inquiry for current bill statement via SMS service

Office or Division:	Customer Services Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ZCWD account number		Refer to water bill or receipts for the account number		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. On your mobile phone, compose the following text message: ZCWD<space><account number>		None	None	1 minute (subject to network signal availability and strength)
2. Send to 0917-116-4237				
Example: "ZCWD 130089"				
		TOTAL	None	1 minute
END OF TRANSACTION CYCLE				



7. Bill Payment

Payment of monthly water services consumption and services

Office or Division:	At any collection center			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All registered ZCWD customers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current water bill		Applicant (refer to water bill or old receipt)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to a designated collection center and present water bill for corresponding payment	1. Verify customer account and the total amount to be paid	None	1 minute	Cashier
2. Tender payment as validated	2. Receive payment and issue official receipt	Amount as reflected on the water bill / customer account		Cashier
TOTAL		Bill Amount as indicated	1 minute	
END OF TRANSACTION CYCLE				



Zamboanga City Water District
GENERAL SERVICES DEPARTMENT
External Services



1. Water Meter Testing / Calibration

Request for water meter testing and/or meter calibration

Office or Division:	Water Meter Maintenance Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Water Meter to be tested and/or calibrated Official Receipt, original or photocopy ZCWD Account Number, if the requesting party is a registered ZCWD customer 		<ol style="list-style-type: none"> Applicant; Treasury Section, upon payment of corresponding fee; Refer to bill receipt, or verify at the Customer Care Division (see Directory) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the G/F, ZCWD Main Office and wait for turn to be serviced	1. Assess the circumstances of the request;	None	1. 1 minute	1. Industrial Security Guard (BGMD)
1.1. File a request for meter testing/calibration with the Customer Care Division ⁷	1.1. Issues endorsement for payment of applicable and corresponding fees		1.1. 5 minutes	1.1. Customer Service Officer

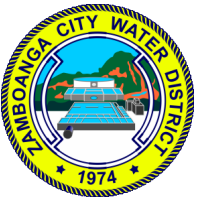
⁷ G/F, ZCWD Main Office, Pilar Street, Zamboanga City



2. Proceed to Treasury Section ⁸ for payment; present the evaluation/endorsement	2. Verify endorsement, receive payment, and issue an official receipt	₱ 50.00 - ½" meter ₱ 75.00 - ¾" meter ₱ 100.00 - 1" meter ₱ 200.00 - 1½" meter ₱ 200.00 - 2" meter ₱ 300.00 - 3" meter ₱ 400.00 - 4" meter	2 minutes	Cashier
3. Proceed to Water Meter Maintenance Division ⁹ (WMMD) 3.1. Present official receipt (proof of payment), and the water meter to be tested/calibrated	3. Verify proof of payment 3.1. Set schedule for meter testing/calibration 3.2. Advise customer as to the schedule of pickup of the test results and water meter	None	30 minutes, for meter sizes 1" and below 2 working days, for meter sizes above 1"	Senior Instrument Technician
4. Retrieve test results and water meter from WMMD as scheduled	4. Release test results and water meter after verification	None	5 minutes	Senior Instrument Technician
TOTAL:		Varies from ₱ 50.00 to ₱ 400.00	Depending on water meter size, varies from 45 minutes to 2 working days (excluding travel time between offices)	
END OF TRANSACTION CYCLE				

⁸ 4/F, ZCWD Main Office, Pilar Street, Zamboanga City

⁹ ZCWD Motorpool Office, Barangay Pasonanca, Zamboanga City



Zamboanga City Water District
LEGAL DEPARTMENT
Internal Services



1. Request for Legal Opinion or review of MOA (Memorandum of Agreement)

Request for issuance of a Legal Opinion on a given matter; Request for review of the terms of a proposed MOA.

Office or Division:	Legal Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All (request is generally endorsed via internal memorandum to the Legal Services Division)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Official letter or internal memorandum detailing the specifics of the request; 2. Supporting documents for basis of circumstances (subject to initial assessment for completeness) 3. Copy of the Memorandum of Agreement requested for review (as applicable) 		<ol style="list-style-type: none"> 1. Requesting party 2. Requesting party 3. Requesting party 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Requesting party submits a letter or internal memorandum to the Legal Services Division via Records Section <p>Note: The request or communication should detail the circumstances and include all needed requirements to properly</p>	<ol style="list-style-type: none"> 1. Acknowledge receipt of the letter or memorandum 	None	2 minutes	Records Section; Clerk Processor (Legal Services Division)



formulate the requested MOA or Legal Opinion				
	2. Conduct legal review and study of the facts and circumstances; <i>For legal opinion:</i> 2.1. Prepare the legal opinion narrative; secure approval thereof 2.2. Endorse the approved legal opinion via internal memo to requesting party <i>For MOA review request:</i> 2.1. Prepare the narrative legal opinion and review on the subject MOA; 2.1. Endorse the approved MOA review (legal opinion) back the requesting party ¹⁰	None	15 working days	Legal Services Division
TOTAL:		None	15 working days	
END OF TRANSACTION CYCLE				

¹⁰ The “requesting party” is the corresponding ZCWD unit that lodged the request for legal opinion or MOA review



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Feedback forms are available at the Main Office Lobby. Secure a copy thereat, accomplish and submit to the Customer Services Division, G/F, ZCWD Main Office.</p> <p>Feedback forms are also available for download at our official website: www.zcwd.gov.ph. Accomplished feedback forms may be submitted in person at the Main Office, or e-mail at aguaesvida@zcwd.gov.ph</p>
<p>How feedback is processed</p>	<p>The Customer Care Division verifies the nature of feedback and queries within twenty-four (24) hours from receipt. The same will be referred to the unit or personnel concerned, primarily via e-mail. Upon receiving reply from the concerned unit/personnel, the client will be updated via e-mail or phone call.</p>
<p>How to file a complaint</p>	<p>To file a complaint against the ZCWD or any of its personnel, kindly provide the following details:</p> <ol style="list-style-type: none"> 1. Full name and contact information of the complainant 2. Narrative of the complaint 3. Evidence 4. Name of the person being complained <p>Submit the complaint in person to the Records Section, Second Floor, ZCWD Main Office, Pilar Street, Zone 4, Zamboanga City. You may also e-mail your complaint to aguaesvida@zcwd.gov.ph.</p> <p>For follow-ups or queries, you may contact the Records Section at trunkline (062) 991-1556.</p>



<p>How complaints are processed</p>	<p>All complaints received against the ZCWD will be processed accordingly.</p> <p>A Preliminary Investigation Committee (PIC) evaluates and determines the complaints once received. The PIC shall coordinate with the concerned personnel to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the PIC shall create an incident report for the General Manager, for appropriate action.</p> <p>The ZCWD shall give feedback to the clients via registered mail and/or e-mail.</p> <p>For follow-ups or queries, you may contact the Records Section at trunkline (062) 991-1556.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA (Anti-Red Tape Authority) 8-478-5093 complaints@arta.gov.ph</p> <p>PCC pcc@malacanang.gov.ph 8888</p> <p>CCB email@contactcenterngbayan.gov.ph 0908-881-6565</p>



LIST OF OFFICES AND CONTACT NUMBERS

Office	Address	Contact Information
Main Office	Pilar Street, Barangay Zone 4, Zamboanga City	(062) 991-1556
Water Treatment Plant	Barangay Pasonanca, Zamboanga City	(062) 957-4650 local 100 / 221
Old Reservoir	Barangay Pasonanca, Zamboanga City	(062) 957-4650 local 106
Motorpool	Barangay Pasonanca, Zamboanga City	(062) 957-4810 local 200
Ayala Sub Office	Barangay Ayala, Zamboanga City	(062) 926-8345
Collection Center – Putik	MCLL Highway, Barangay Putik, Zamboanga City	(062) 955-3052
Collection Center - Governor Ramos	Sta. Maria, Z.C.	(062) 926-8348
Collection Center - KCC Mall de Zamboanga	3/F, KCC Mall de Zamboanga Governor Camins Avenue, Zamboanga City	(062) 926-8346
Field Office - San Roque	Barangay San Roque, Zamboanga City	
Field Office - San Lorenzo	Magay Street, Barangay Zone 4, Zamboanga City	(062) 990-1948
Field Office - Falcatan	Falcatan Street, Barangay Tetuan, Zamboanga City	(062) 990-1003