



**ZAMBOANGA CITY WATER DISTRICT**

**CITIZEN'S CHARTER HANDBOOK**

2023 (3rd 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*'.

**MICHAEL ANGELO M. CARBON**

Acting General Manager



## **I. MANDATE**

In accordance with the spirit and intentions of the Provincial Water Utilities Act of 1973<sup>1</sup> and the National Water Crisis Act of 1995<sup>2</sup>, 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 systems 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 life’.

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’*.

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<sup>1</sup> Presidential Decree No. 198

<sup>2</sup> 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/ Transfer Site of Tapping

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

<b>Office or Division:</b>	Customer Services Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)	
<b>Who may avail:</b>	All within the ZCWD service area	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. IF applicant is the owner of subject property, Certified True Copy of lot title;		1. Applicant
2. IF applicant is not the owner, notarized authorization to apply/ install a water service connection/ water facility;		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; ( required only after conduct of onsite inspection if CPDR is needed )		6. Applicant
7. Excavation Permit, issued by: ( required only after conduct of onsite inspection if CPDR is needed )		7. CEO (City Engineer's Office) or DEO (District Engineer's Office), as applicable
8. Barangay Authorization for Concrete Breaking ( required only after conduct of onsite inspection if CPDR is needed )		
i. CEO, if a city/barangay road;		8. barangay office
ii. DEO, if a national road;		
9. Orientation Seminar Certificate (for new applicants);		9. Customer Services Division





10. Special Power of Attorney (SPA), if applying on behalf of the true applicant.			10. 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 Facilitate conduct of the video graphic orientation/seminar  3.1. Issue certification of orientation attendance/ completion	None	30 minutes max.	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
6. Proceed to Service Application Section for photo and submission of remaining requirements	6. Verify completeness of requirements;  6.1. Take photo of applicant via webcam for the application file 6.2. Advise applicant as to schedule of site inspection; generate corresponding Job Order and issue applicant receipt stub/slip	None	5 minutes	Customer Service Assistant



	(acknowledging receipt of submitted documents)			
7. None	<p>7. Conduct inspection activity</p> <p>7.1. Provide feedback to customer regarding inspections results via contact number provided</p>	None	<p><u>within 3 working days (maximum)</u></p> <p>If CPDR is required:</p> <p>1. Barangay Authorization for concrete demolition and restoration</p> <p>2.Excavation Permit, issued by:</p> <p>i. CEO, if a city/barangay road; <u>Performance Bond Deposit –P 2580.00 min.</u></p> <p>ii. DEO/ DPWH, if a national road; <u>Guarantee Fee-P 5715.00 min.</u></p>	Inspector/Field Officer

	7.2. Confirm compliance with application requirements and validate inspections results, generate Service Application and Construction Order (SACO), Stores Requisition and Issue Slip (SRAIS) of material requirements, clearance of accounts;			Investigator/CSO-B
	7.3 Check application results and attached documents;			Supervising Customer Service Officer
	7.4 Review application and attached documents and recommends approval			Customer Service Division Division Manager
	7.5 Approve application;			Commercial Services Department Department Manager



8. Proceed to Service Application Section <sup>3</sup> and secure service queue number for processing of the corresponding Store Requisition Slip (SRS)	<p>8. Notify applicant as to the approved status of application and its readiness for payment</p> <p>8.1. Provide the corresponding SRS for assessment/validation of Materials and Charges/Fees</p> <p>8.2. Confirm and validate the applicant's SRS;</p> <p>8.3. Endorse applicant to Treasury Section for payment of total costs for installation</p>	None	15 minutes	Customer Service Assistant
9. Proceed to Treasury Section for payment of assessed costs and fees	9. Validate total amount to be paid; receive payment; issue official receipt	<p><u>P 4189.00 for cluster connections</u></p> <p><u>P 5326.00 for individual connections</u></p> <p><i>*exclusive of costs for concrete cutting, breaking, and restoration (cost is prescribed by the CEO or DEO)</i></p>	5 minutes	Cashier
<b>TOTAL</b>			7 working days max.	Compliant with EODB for complex transactions
<b>END OF TRANSACTION CYCLE</b>				

<sup>3</sup> Customer Service Division, G/F ZCWD Main Office





	2.2. Endorse to Service Application Section for site inspection			
	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 to corresponding Job Order 6.2. Forward the Job Order to the Operations Group for implementation	None	5 minutes	Customer Service Assistant (Customer Services Division)
	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				



3. 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		
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		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	None	10 minutes	Customer Service Officer



	2.2. Advise as to schedule for orientation/seminar			
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 receipt together with other remaining requirements	6. Receive the submitted requirements and validate;  6.1. Endorse the application and corresponding requirements for final approval; update the database and customer account;  6.2. Advise the applicant to return after two (2) days to retrieve the "owner's copy"	None	20 minutes	Customer Service Assistant
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
	<b>TOTAL</b>	₱ 150.00	3 hours	
<b>END OF TRANSACTION CYCLE</b>				





#### 4. ONLINE APPLICATION FOR NEW WATER SERVICE CONNECTION/ TRANSFER –SITE OF TAPPING

Facilitate online application for water service connection for reduced face-to-face transaction and less applicant's mobilization expenses

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All interested applicants within the ZCWD service area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> <li>1. Watch Video Orientation</li> <li>2. IF applicant is the owner of subject property, <u>Certified True Copy</u> of lot title;</li> <li>3. IF applicant is not the owner, <u>notarized authorization</u> to apply/install a water service connection/water facilities,;</li> <li>4. For Urban Poor Associations, secure an authorization from the Housing Management Office and or authorization/certification from homeowners/association president and copy of SEC registration</li> <li>5. Location sketch;</li> <li>6. Barangay Clearance</li> <li>7. If applicant is under Government owned lot or private property whose owner is residing abroad I,e,.;BR 060 ZCWD Waiver and barangay certificate of residency.</li> <li>8. Orientation Seminar Certificate (for new applicants</li> <li>9. SPA (Special Power of Attorney), if applying on behalf of the true applicant</li> </ol>		<ol style="list-style-type: none"> <li>1. Applicant</li> <li>2. Applicant</li> <li>3. Applicant</li> <li>4. Applicant</li> <li>5. Applicant</li> <li>6. Applicant</li> <li>7. Applicant</li> <li>8. Customer Services Division</li> <li>9. Applicant</li> </ol>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Log-in to: <a href="http://zcwd.gov.ph/application">zcwd.gov.ph/application</a></li> <li>2. Once in the page, follow the step-by-step procedure</li> </ol>	<ol style="list-style-type: none"> <li>1. Acknowledge Receipt of the online application with automatic e-reply through email address of the applicant</li> </ol>	None	Daily access of Online Application	Customer Service Assistant



3. Understand and agree the terms and conditions (including data privacy notice) 4. Watch Video Orientation 5. Determine type of Lot Ownership 6. Fill-in Personal Details 7. If the applicant is not the lot owner, if waiver will be utilized read and understand the Waiver that will be provided in the next step 8. Review your application encoded entries 9. Submit for online application				
	1. Verification of Supporting Documents  2. Download attachments  3. Generate Job Order for Inspection	None	After accessing and downloading from the system on same day	Customer Service Assistant A
	1. Conduct On-Site Inspection  2. Gathering of relevant data	None	Within 3 working days If CPDR is required: 1. Barangay Authorization for concrete demolition and restoration 2. Excavation Permit, issued by: i. CEO, if a city/barangay road; <u>Performance Bond Deposit –P 2580.00 min.</u>	Customer Service Officer



			ii. DEO/ DPWH, if a national road; <u>Guaranteed Fee-P</u> <u>5715.00 min.</u>	
	<p>Actual documents checking after inspection</p> <p>Generation of Service Application and Construction Order &amp; Store Requisition and Issuance Slip for Materials Requirement</p> <p>Review and Evaluate Processed Application, SACO, SRAIS and Recommends for Approval</p> <p>Process for approval</p> <p>Inform applicant of the approved application through the contact number provided</p>	None	Within 4 working days after inspection	<p>Customer Service Officer</p> <p>SCSO, SAS</p> <p>DM, Customer Service Division</p> <p>Department Manager, CSD</p> <p>Customer Service Assistant</p>
11. Proceed to General Accounting Division for processing of the corresponding Store Requisition Slip (SRS)	Confirm and validate the applicant's SRS; Endorse applicant to Treasury Section for payment of total costs for installation	None	10 minutes	Senior Accounting Processor
12. Proceed to the Treasury Section for payment of corresponding fee	Validate and receive the fee payment; issue the corresponding official receipt		1 minute	Cashier



13. Proceed to Customer Service Division; submit the Paid Application	Retrieve copies of the application documents and furnish file copy to the applicant-owner	None	2 minutes	Customer Service Assistant
	Remind applicant what and when to prepare or purchase materials and furnish applicant with the contact number of the personnel at the Water Service Connection Installation Section  Prepare Job Order for Installation, Customer's Ledger Card and Transmittal to WSCIS  Update Database of Final information/data of the Paid Application		3 minutes per application	Customer Service Assistant
14. Call WSCIS personnel for update on the tapping schedule through the furnished contact numbers			3 days after payment	
	<b>TOTAL</b>	₱ 150.00	3 hours	
<b>END OF TRANSACTION CYCLE</b>				



## 5. Service Complaint

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

<b>Office or Division:</b>	Customer Care Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	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 (refer to database) 3. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a service queue number at the Customer Care Division (CCD) G/F, Main Office and fill-out Customer Complaint Information Form (CCIF).	1. Issue a service queue number and hand the CCIF to the applicant	None	2 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 written on the CCIF  2.1. Prepare corresponding Job Order; attach location sketch	None	10 minutes	Customer Service Officer/ Customer Service Assistant
3. Prepare for the inspection, contact the inspector when necessary.	3. Send text message to customer informing of the scheduled inspection	None	24 hours from receipt of the corresponding job order form	Customer Service Officer/ Customer Service Assistant



3.1 Affix signature on the job order after the inspection	<p>3.1 Conduct inspection/ investigation based on corresponding job order and sketch</p> <p>3.2 Provide feedback to customers thru text message regarding inspection results, and advise when to return to the Main Office if the customer is not around during the inspection.</p> <p>3.3. Encode result of inspection on the customer's account/data in the Job Order Management System (JOMS)</p> <p>3.4 IF APPLICABLE, endorse the Job Order to the proper ZCWD unit for resolution<sup>4</sup></p>			
4. For follow-up, visit the office and secure a service queue number at the CCD, G/F, Main Office and fill-out CCIF and proceed when the number is called.	4. Provide customer with feedback based on inspection results; advise customer as to next steps, as may be applicable	None	10 minutes	Customer Service Officer/ Customer Service Assistant
4.1 IF the meter is contested, pay the meter test fee.	4.1 Cashier receives the payment and issues the corresponding Official Receipt (OR).	<p>P100.00*</p> <p>*Amount of meter test fee may vary subject to existing ZCWD Policy at the time of request.</p>	3 minutes	Cashier

<sup>4</sup> This steps applies in cases where the customer's concern cannot be resolved at the Customer Care Division's level



4.2 Goes back to the CCD with the Official Receipt for filing of request for meter test	4.2 Prepare job order for meter test and endorse jo to the Water Meter Section	None	3 minutes	Customer Service Officer/ Customer Service Assistant
5. Conduct of Onsite Testing of Water Meter	5. Onsite testing of water meter		Within 5 working days	Customer Service Assistant / Customer Service Officer / Senior Instrument Technician, WMMD
<b>TOTAL</b>		P100.00	7 working days	
<b>END OF TRANSACTION CYCLE</b>				



## 6. Service Complaint via Online

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

<b>Office or Division:</b>	Customer Care Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Corresponding ZCWD Account Name/Number 2. Location sketch 3. Contact details		1. Applicant 2. Applicant 3. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search for the ZCWD Customer Care FB Page and click the Messenger  1.1 Provide account number, contact details, sketch map of the house and meter's location, video or picture of the complained subject.  1.2 Provide the details of the customer's concern	1. Automatically replies the customer  1.1 Ensure complete required information is given. Reply by asking for the specific concern of the customer.  1.2 Assess the circumstances of the customer; prepare corresponding Job Order and reply with the Job Order's reference number.	None	15 minutes	Division Manager, Supervisor, Customer Service Officer/Customer Service Assistant





2. Prepare for the inspection, contact the inspector when necessary  2.1 Affix signature on the job order after the inspection	2. Send text message to customer informing of the scheduled inspection  2.1 Conduct inspection/ investigation based on corresponding job order and sketch  2.2 Provide feedback to customers thru text message regarding inspection results, and advise when to return to the Main Office if the customer is not around during the inspection.  2.3. Encode result of inspection on the customer’s account/data in the Job Order Management System (JOMS)  2.4 IF APPLICABLE, endorse the Job Order to the proper ZCWD unit for resolution <sup>5</sup>	None	24 hours, from receipt of the corresponding Job Order	Customer Service Officer/Customer Service Assistant
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<sup>5</sup> This steps applies in cases where the customer’s concern cannot be resolved at the Customer Care Division’s level



3. For follow-up, visit the office and secure a service queue number at the CCD, G/F, Main Office and fill-out CCIF and proceed when the number is called.  3.1 IF the meter is contested, pay the meter test fee.          3.2 Goes back to the CCD with the Official Receipt for filing of request for meter test	3. Provide customer with feedback based on inspection results; advise customer as to next steps, as may be applicable	None	10 minutes	Customer Service Officer/ Customer Service Assistant
	3.1 Cashier receives the payment and issues the corresponding Official Receipt (OR).	P100.00*	3 minutes	Cashier
	3.2 Prepare job order for meter test and endorse job to the Water Meter Section	None	3 minutes	Customer Service Officer/ Customer Service Assistant
5. Conduct of Onsite Testing of Water Meter	5. Onsite testing of water meter		Within 5 working days	Customer Service Assistant / Customer Service Officer / Senior Instrument Technician, WMMD
<b>TOTAL</b>		P100.00	7 working days	
<b>END OF TRANSACTION CYCLE</b>				



7. Water Bill Inquiry (via SMS)

Inquiry for current bill statement via SMS service

Office or Division:	Billing 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	PERSON RESPONSIBLE
1. On your mobile phone, compose the following text message: ZCWD<space><account number>  2. Send to 0917-116-4237  Example: "ZCWD 130089"	None	None	1 minute  (subject to network signal availability and strength)	None
TOTAL		None	1 minute	
END OF TRANSACTION CYCLE				



8. 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				



## 9. Request for Reconnection

*Request for reconnection of water service connection*

<b>Office or Division:</b>	Customer Accounts Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All registered ZCWD customers or their authorized representatives with disconnected water service connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Correct Account Name of registered customer and/or Account Number  <i>If the applicant is not the registered customer:</i> 2. Apply for Change of Name at Customer Service Division/sign Waiver of Reconnection to be secured at Customer Accounts Division  <i>If requested by a representative:</i> 3. Authorization from registered customer  4. Any Valid ID of the Account Owner and its representative		1. Refer to water bill or receipt for the account number  2. Customer Service Division/ Customer Accounts Division/  3. Applicant  4. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Accounts Division for review of requirements and compliance	1. Validate compliance of requirements and ensure that account has no unpaid bills.	None	3 minutes	Customer Service Officer
	1.1.If with back accounts, pay outstanding bills at the Cashier or		10 minutes	Cashier



	1.2.Proceed to SCSO/ Div. Mngr. of CAD to request for approved payment terms		5 minutes	Supervising Customer Service Officer/ DM-CAD
2.Present O.R. to Customer Accounts Division	2. Endorse slip for Treasury Section to make corresponding payment		3 minutes	Customer Service Officer SCSO/ DM-CAD
3.Proceed to Treasury Section for payment of corresponding fee	3.Validate and receive payment; issue the corresponding official receipt	<i>For reconnection at meter stand</i> P300.00  <i>For reconnection at mainline</i> P600.00	6 minutes	Cashier
4. Proceed to Customer Accounts Division and provide contact details and location sketch for easy reference	4.Prepare corresponding Job Order and attach location sketch	None	3 minutes	Customer Service Officer
5. Conduct of reconnection activities	5.1. Installation of water meter (reconnection at meter stand/mainline)          5.2. For reconnection at mainline, advise the customer that reconnection will be		Within 24 hours (for those located within 25 kms radius from city proper)  Within 48 hours (for those located at elevated areas)          Within 3-5 working days	Senior Instrument Technician, WMMD          Reconnection Team of OG



	after 3 to 5 working days due to inspection			
	<b>TOTAL</b>	₱ 300 or P600.00	15 minutes processing time 30 minutes if needs to settle accounts;  Reconnection at meter stand will be accomplished within 24/48 hours  Mainline reconnection will be accomplished within 3-5 working days	
<b>END OF TRANSACTION CYCLE</b>				

10. Request and Payment of Materials Needed for Reconnection



*Request and Payment of Materials Needed for reconnection, replacement of lost/missing materials onsite and rehabilitation*

<b>Office or Division:</b>	Customer Accounts Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All registered ZCWD customers or their authorized representatives with disconnected water service connections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Correct Account Name of registered customer and/or Account Number		1. Refer to water bill or receipt for the account number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Accounts Division for review of the list of materials needed for reconnection	1. Prepare the list of materials needed/requested by the Reconnection Team and prepare Store Requisition Slip	None	5 minutes	Customer Service Officer
2. Receive the printout of billing statement and proceeds to cashier for payment	2. Accept payment and issue corresponding Official Receipt	Amount of materials	5 minutes	Cashier
3. Proceed to the AGM-Finance Group for approval of the store requisition	3. Review and approve the payment made to the materials requested	None	4 minutes	OIC/AGM-Finance Group
4. Proceed to Customer Accounts Division	4. Receive the Store Requisition Slip and endorses to the Property Section for release of materials	None	6 minutes	Customer Service Officer





	4.1 Advise the customer to wait for reconnection		Within 2-3 working days	Reconnection Team OG and WMMD
		₱ Amount of Materials	20 minutes processing time  Reconnection will be accomplished within 2-3 working days	
END OF TRANSACTION CYCLE				



# 11. Request for Disconnection – Owner's Request

*Request for Disconnection of water service connection by the registered Account Name*

<b>Office or Division:</b>	Customer Accounts Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All registered ZCWD customers or their authorized representatives with no unpaid accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Correct Account Name of registered customer and/or Account Number 2. Authorization from registered customer, if requested by a representative 3. Photocopy of any valid ID		1. Refer to water bill or receipt for the account number  2. Applicant  3. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Accounts Division for review of requirements and compliance	1. Evaluate customer's record; if requirements are complete, endorse to Complaint Section for preparation of job order	None	5 minutes	Customer Service Officer
2. File request for disconnection at the complaint section	2. Prepare Job Order of Owner's request for disconnection of water meter	None	3 minutes	Complaints Section
<b>TOTAL</b>		None	8 minutes	
<b>END OF TRANSACTION CYCLE</b>				



## **ENGINEERING AND CONSTRUCTION DEPARTMENT**

External Services



## 1. REQUEST FOR PIPE LAYING AND INTERCONNECTION WORKS

Request for Pipe laying and interconnection works in a Subdivision, HOA, Urban Poor & Subdivisions with private road lot

<b>Office or Division:</b>	<b>Planning Division, Engineering and Construction Department</b>	
<b>Classification:</b>	<b>Highly Technical</b>	
<b>Type of Transaction:</b>	<b>G2C (Government to Citizen) G2B (Government to Business)</b>	
<b>Who may avail:</b>	<b>HOA, URBAN POOR &amp; SUBDIVISIONS</b>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent		To be prepared by the applicant
2. Subdivision Plan with contour map (Location Map and Site Development Plan)		To be prepared by the applicant
3. Supply and Pressure data of the existing main pipe.		Planning Division, ZCWD
4. Approved control point documents in the assessment phase. (Approval sheet)		Planning Division, ZCWD
5. Topographic survey		Planning Division, ZCWD
6. Cost estimates in DUPA format		Design Division, ZCWD
7. Bill of Materials		Design Division, ZCWD
8. ZCWD payment slip		To be prepared by the applicant
9. Photocopy of ZCWD payment slip (Payment received by teller)		Applicant will provide a copy of the payment slip to Planning Division
10. Construction Plan		Design Division, ZCWD
11. MOA (For Maintenance purposes)		Legal Department and Applicant
12. Commissioning report		MERD, ZCWD
13. As-Built Plan of Subdivision water system		MERD, ZCWD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit a Letter of Intent (LOI) that is addressed to the General Manager. The letter must indicate the following information:</p> <ul style="list-style-type: none"> <li>a. Location of the subdivision</li> <li>b. Number of customers to serve</li> </ul> <p>1.2. Submit the Letter of Intent at the Engineering and Construction Department, Old Reservoir, Barangay Pasonanca, Zamboanga City. Electronic submission may also be made through this email address <a href="mailto:tsg@zcwd.gov.ph">tsg@zcwd.gov.ph</a></p>	<p>1.1. Acknowledge receipt of the LOI;</p> <p>1.2. Assess the circumstances of the request;</p> <p>1.3. Endorse the Letter to the General Manager for approval;</p> <p>1.4. Update/inform the client as to the succeeding processes and compliance ;requirements</p>	None	1 working day	1. Planning Division Head/Personnel
<p>2. The client will provide the following initial requirement.</p> <ul style="list-style-type: none"> <li>a. <i>Site Development Plan</i></li> <li>b. <i>Subdivision Plan</i></li> </ul>	2. Upon approval, commence meeting and data gathering for initial study and analysis	Subject to determination of Construction Cost Estimates	6 working days	Planning Division  (Senior Research Analyst A, Senior Project Planning



<p>c. <i>Contour Map</i></p>	<p>2.2 Provide the following to the client:</p> <p><i>a. Detailed Engineering Design</i></p> <p><i>b. Final Program of works</i></p> <p><i>c. Plans</i></p> <p><i>d. Cost Estimates</i></p> <p><i>e. Bill of Quantities</i></p>		<p>7 working days</p>	<p>and Development Officer, PD Head)</p> <p>Design Division</p>
<p>3. Proceed to the Cashier for payment processing at the ZCWD Main Office, Pilar Street, Zamboanga City</p> <p>3.1. Provide a copy of the official receipt (proof of payment) to the offices of the Planning Division and Mainline Expansion and Rehabilitation Division (MERD) at Old Reservoir, Barangay Pasonanca, Zamboanga City</p>	<p>3. Verify proof of payment</p> <p>3.1. Discuss with the client as for the work schedule, completion of the project and including the Memorandum of Agreement (MOA)</p>	<p>None</p>	<p>3. Depending on the work schedule of the pipe laying and interconnection works</p>	<p>Mainline Expansion and Rehabilitation Division (MERD) and Legal Department</p>



4. Communication to the Client as to the development of the project and until the commissioning of the water system	4. Release of commissioning report and the As-built Plan	None	3 working days	Mainline Expansion and Rehabilitation Division (MERD)
		TOTAL:	Varies	Subject to determination of the scale of the pipe laying and interconnection works
END OF TRANSACTION CYCLE				



## **GENERAL SERVICES DEPARTMENT**

External Services





1. Water Meter Testing / Calibration

Request for water meter testing and/or meter calibration of Private Water Meters

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		
1. Water Meter to be tested and/or calibrated 2. Official Receipt, original or photocopy 3. ZCWD Account Number, if the requesting party is a registered ZCWD customer		1. Applicant; 2. Treasury Section, upon payment of corresponding fee; 3. 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 <sup>6</sup>	1.1. Issues endorsement for payment of applicable and corresponding fees		1.1. 5 minutes	1.1. Customer Service Officer

<sup>6</sup> G/F, ZCWD Main Office, Pilar Street, Zamboanga City



2. Proceed to Treasury Section <sup>7</sup> 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 <sup>8</sup> (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 (if testing bench is available)  1 working day, for meter sizes 1” and below (if testing bench is not available)  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 43 minutes to 2 working days (excluding travel time between offices)	
END OF TRANSACTION CYCLE				

<sup>7</sup> 4/F, ZCWD Main Office, Pilar Street, Zamboanga City

<sup>8</sup> ZCWD Motorpool Office, Barangay Pasonanca, Zamboanga City



## 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		
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)		1. Requesting party  2. Requesting party  3. Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party submits a letter or internal memorandum to the Legal Services Division via Records Section  Note: The request or communication should detail the circumstances and include all needed requirements to properly formulate the requested MOA or Legal Opinion	1. Acknowledge receipt of the letter or memorandum	None	2 minutes	Records Section;  Clerk Processor (Legal Services Division)



	2. Conduct legal review and study of the facts and circumstances;	None	15 working days	Legal Services Division
	<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>	None	15 working days	Legal Services Division
	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 <sup>9</sup>			
	<b>TOTAL:</b>	None	15 working days	
<b>END OF TRANSACTION CYCLE</b>				

<sup>9</sup> The “requesting party” is the corresponding ZCWD unit that lodged the request for legal opinion or MOA review



## LEGAL DEPARTMENT

External Services



## 1. Report of suspected illegal water connection

Suspected illegal water connection is reported for inspection/investigation.

<b>Office or Division:</b>	Legal Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All (request is generally endorsed via internal memorandum to the Legal Services Division)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Official letter or internal memorandum detailing the specifics of the request; 5. Supporting documents for basis of circumstances (subject to initial assessment for completeness) 6. Copy of the Memorandum of Agreement requested for review (as applicable)		4. Requesting party 5. Requesting party 6. Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	
1. Requesting party submits a letter or internal memorandum to the Legal Services Division via Records Section  Note: The request or communication should detail the circumstances and include all needed requirements to properly formulate the requested MOA or Legal Opinion	1. Acknowledge receipt of the letter or memorandum	None	2 minutes	
	2. Conduct legal review and study of the facts and circumstances;	None	15 working days	



	<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 <sup>10</sup>		
<b>TOTAL:</b>		None	15 working days
<b>END OF TRANSACTION CYCLE</b>			

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





Office or Division:	Investigation and Litigation Division				
Classification:	Complex				
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)				
Who may avail:	All reports prepared by the LMSD and endorsed job order generated by the Customer Care Division and forwarded to the Investigation and Litigation Division				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Job order with name of suspect/account name indicated therein including the sketch location of the suspected illegal connection and the location of the user of said illegal connection (additional information such as photograph of the illegal connection may also be submitted for verification of the Legal Department).			Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party relays information of suspected illegal connection to the Customer Service Division	1.Generate job order;	None		2 minutes	Customer Service Division;
	2. Job order is forwarded to the Legal Department; and	None		2 minutes	Customer Service Division;
	3. Job order is received, recorded and forwarded to the investigators of the ICIU.	None		2 minutes	Legal Assistant (Investigation and Litigation Division (ILD))  Legal Assistant (ILD)
	4. Conduct of inspection/investigation of the reported illegal connection.	None		5 working days of as the need arises, the conduct of	Illegal Connection and Investigation Unit (ICIU), ILD



				several surveillance until the illegal connection is properly documented/apprehended.	
TOTAL:		None		5 working days or more	
END OF TRANSACTION CYCLE					



**2. Payment of illegal water connection penalties**  
Customer pays the illegal connection penalties.

<b>Office or Division:</b>	Investigation and Litigation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All (payment of illegal connection penalties is endorsed by the ILD thru the issuance of a payment slip)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payment slip is generated and is presented to the Cashier for payment of the corresponding amount of penalties.		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting party presents the water bill to the Legal Assistant and payment slip is generated thereafter.	1.Generate payment slip;	None	2 minutes	Legal Assistant (Investigation and Litigation Division (ILD))
	2. Payment slip is presented to the cashier;	None	2 minutes	Cashier



	3. Official receipt generated as proof of payment of the penalties; and	None	2 minutes	Cashier
	4. Official receipt is presented to the ILD for proper recording of the payment at the case folder of the customer.	None	2 minutes	Legal Assistant (Investigation and Litigation Division (ILD))
TOTAL:		None	8 minutes	
END OF TRANSACTION CYCLE				



**3. Payment of water meter for water meters documented as damaged (broken glass/lens and/or damaged water meters)**  
Customer pays the cost of replacement for the damaged water meter.

<b>Office or Division:</b>	Investigation and Litigation Division				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)				
<b>Who may avail:</b>	All (payment for the cost of replacement of the damaged water meter is endorsed by personnel of the ILD thru loan or cash payment form)				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Loan form or cash payment form is generated.			Requesting party		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party presents the water bill to the Legal Assistant, and a loan or cash payment form is generated thereafter.		1.Generate loan or cash payment form;	None	3 minutes	Legal Assistant (Investigation and Litigation Division (ILD))
		2. Loan or cash payment form is presented to:  2.1. For Loan form-	PhP1,995.00 payable in six (6) months and the same is incorporated in the water bill as loan*	15 minutes	



	Customer Care Division for generation of job order and SRS		15 minutes	Customer Care Division
	2.2. Cash payment form-	PhP1,821.00*  *Amount of water meter and payment terms may vary subject to existing ZCWD Policy at the time of availment		
	Customer Care Division for generation of job order and SRS;	None	5 minutes	Customer Care Division



	<p>3. Job order with attachments is submitted to the Legal Department;</p> <p>4. SRS and other supporting documents is forwarded to the Metering Section for their appropriate action;</p> <p>5. Replacement of the damaged water meter.</p>	None	<p>1 day</p> <p>5 to 7 working days</p>	<p>Legal Assistant (Investigation and Litigation Division (ILD))</p> <p>Driver Mechanic B (Investigation and Litigation Division (ILD))</p> <p>Metering Section</p>
TOTAL:		None	5 to 8 working days	
END OF TRANSACTION CYCLE				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedback forms are available at the Main Office Lobby. Secure a copy thereat, accomplish and submit to the Customer Care Division, G/F, ZCWD Main Office.</p> <p>Feedback forms are also available for download at our official website: <a href="http://www.zcwd.gov.ph">www.zcwd.gov.ph</a>. Accomplished feedback forms may be submitted in person at the Main Office, or e-mail at <a href="mailto:aguaesvida@zcwd.gov.ph">aguaesvida@zcwd.gov.ph</a></p>
How feedback is processed	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.
How to file a complaint	<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"> <li>1. Full name and contact information of the complainant</li> <li>2. Narrative of the complaint</li> <li>3. Evidence</li> <li>4. Name of the person being complained</li> </ol> <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 <a href="mailto:aguaesvida@zcwd.gov.ph">aguaesvida@zcwd.gov.ph</a>.</p> <p>For follow-ups or queries, you may contact the Records Section at trunk line (062) 991-1556.</p>
How complaints are processed	All complaints received against the ZCWD will be processed accordingly.





	<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 trunk line (062) 991-1556.</p>
Contact Information of CCB, PCC, ARTA	<p><b>ARTA</b> (Anti-Red Tape Authority) 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p><b>PCC</b> <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p><b>CCB</b> <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 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) 957-3651, 957-4650 local 100 / 221
Old Reservoir	Barangay Pasonanca, Zamboanga City	(062) 957-4650 local 106, 957-3651
Motor pool	Barangay Pasonanca, Zamboanga City	(062) 957-4810 local 200/203/205
Ayala Sub Office	Barangay Ayala, Zamboanga City	(062) 982-0310
Collection Center – Putik	MCLL Highway, Barangay Putik, Zamboanga City	(062) 955-3052
Field Office - San Lorenzo	Magay Street, Barangay Zone 4, Zamboanga City	(062) 990-1948