



# **MACABEBE WATER DISTRICT**

## **CITIZEN'S CHARTER**

2019 (1<sup>st</sup> Edition)



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## **I. Vision:**

Macabebe Water District envisions itself as a Class A (Category B) water service provider to all areas, including far-flung localities, of Macabebe by 2025.

## **II. Mission:**

We devote to sustain total customer satisfaction by providing total quality customer care by being a credible custodian of water for all generations to come.

## **III. Value Statement:**

To raise a culture of exceptional customer service by our motivated, competent and well-mannered working team.

## **IV. Service Pledge:**

We, the staff and employees of MACABEBE WATER DISTRICT commit ourselves to serve and provide you with safe, potable and adequate supply of water.



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# **MACABEBE WATER DISTRICT**

## **Head Office**

### **External Services**



## 1. New Connection Application

All individuals, households, offices and establishments that have no water service connect within the service area of the Macabebe Water District can avail of the said service.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Households and establishments within the service area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance (1 original)		Barangay Hall where the service connection be installed		
Latest Residence Certificate / Cedula ( 1 original)		LGU-Treasurer's Office		
Government Issued Identification Card (1 photocopy)		UMID, TIN, Philhealth, Voter's ID, Driver's License, Passport, Postal, Pagibig		
Recent 1x1 ID Picture (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements from the list at the PACD	1. Fill-up and print Service Application & Construction Order Form	None	5 minutes	<i>Customer Service Assistant B</i>  Commercial Section
2. Check for the correctness of data on SACO Form, if found correct, sign the SACO Form	2.1. Assist the client in filling up forms and signing contract.	None	1 day	<i>Customer Service Assistant B/Water Maintenance Head</i>
	2.2. Inspection/ Installation team confirms sketch of location provide on the service application form			Engineering & Construction Section



3. Return to the MWD Office. Present copy of water service agreement and pay the required fees and charges	3. Received copy of water service agreement, accept payment and issue official receipt to the client	Application Fee- PHP225 Registration Fee- PHP475 Meter- PHP1500 Cost of Materials- PHP1800	2 minutes	Cashier A  Finance Section
4. Wait for the materials to be released at the lobby	4. Issues the materials needed by the installation team	None	20 minutes	Storekeeper B  Administrative Section
5. Accompany the installation team	5.1. Start processing for the installation of new service connection	None	1 day	Water Maintenance Head
	5.2. Install new water meter to the location of the service application	None		Engineering & Construction Section
	5.3. Completed maintenance form will be returned to the customer service representative and record the data in the logbook	None	10 minutes	Customer Service Officer A  Commercial Section
<b>TOTAL</b>		<b>PHP4,000</b>	<b>2 days, 37 minutes</b>	



## 2. Water Bill Payment

All concessionaires within the service area with water bill to be paid can avail of the said service. Concessionaires are billed based on their monthly consumption.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires within the service area with unpaid water bills.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Water bill / Statement of Account / Cash /Check			Owner of the Account	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for a number	1. Give queue number to the concessionaire for payment and wait for the number to be called	None		<i>Customer Service Assistant B/Cashier A</i>  Finance and Commercial Section
2. Present water bill/Statement of Account	2. Verify the account name and the total amount due	None	1 minute	<i>Customer Service Assistant B/Cashier A</i>  Finance and Commercial Section
3. Pay the total amount due	3. Receive the payment and issue an official receipt	Total amount due	1 minute	<i>Cashier A</i>  Finance Section
<b>TOTAL</b>		<b>Total amount due</b>	<b>2 minutes</b>	





### 3. Request for Temporary Service Disconnection

All concessionaires within the service area of the Macabebe Water District.

<b>Office or Division:</b>		Commercial Services Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All concessionaires within the service area with unpaid water bills.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill / Statement of Account		Owner of the Account		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service to request for temporary disconnection	1. Prepare and print disconnection order and statement of account	None	4 minutes	<i>Customer Service Assistant B</i>  Commercial Section
2. Sign Maintenance Order Form and proceed to the Cashier to pay the account (optional)	2. Accept payments and issue official receipt	None	1 minute	<i>Cashier A</i>  Finance and Commercial Section
3. Wait for schedule when to implement disconnection	3. Process request and implement disconnection	None	2 hours	<i>Customer Service Officer A/ Water Maintenance Head</i>  Commercial Section
<b>TOTAL</b>		<b>None</b>	<b>2 Hours, 5 minutes</b>	



#### 4. Reconnection of Service Connection

All concessionaires within the service area of the Macabebe Water District who have inactive or disconnected accounts can avail of the said service. Reconnection fee and cost of other materials (if any) must be paid before reconnection of disconnected service connection.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires within the service area with disconnected service connection.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Accounts/ Payment of water bill, fees and charges		Owner of the Account		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Customer Service and request for service reconnection	1. Prepare statement of accounts and maintenance order form	None	3 minutes	<i>Customer Service Assistant B</i>  Commercial Section
2. Sign Maintenance Order Form and proceed to the Cashier and present statement of account to pay	2. Accept payments and issue official receipt	Previous balance + PHP 350	7 minutes	<i>Cashier A</i>  Finance Section
3. Wait for schedule on reconnection	3. Prepare reconnection order, release water meter and implement to reconnection	None	2 hours	<i>Storekeeper B/ Water Maintenance Head</i>  Administrative and Engineering Section
<b>TOTAL</b>		<b>Previous Balance + PHP 350</b>	<b>2 Hours, 10 minutes</b>	



## 5. Senior Citizen Discount Application

All Senior Citizen concessionaires within the service area of the Macabebe Water District can avail of the said service. This is one of the provision of RA 9994 “Expanded Senior Citizen Act of 2010” which calls for 5% discount for households with senior citizen provided the consumption does not exceed to 30 cubic meter.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Senior Citizen concessionaires within the service area			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizen Discount Application Form		MWD Public Assistance and Complaints Desk		
Valid Senior Citizen ID Card (1 photocopy)		Applicant		
Authorization Letter (if through a representative)		Person being represented		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Senior Citizen ID (original and photocopy)	1. Prepare Senior Citizen Discount Application Form	None	5 minutes	<i>PACD Officer</i> Commercial Section
2. Sign Senior Citizen Discount Application Form	2. Process Senior Citizen discount form	None	3 minutes	<i>Customer Service Officer A</i> Commercial Section
3. Wait for the copy of the Senior Citizen Discount Application Form	3. Encode the Senior Citizen discount in the system	None	5 minutes	<i>Customer Service Officer A</i> Commercial Section
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	



## 6. Request for Billing Adjustment

This service is for accounts that are overbilled due to errors in meter reading, computation, incorrect surcharges and system failure.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires within the service area of the Macabebe Water District with overbilled accounts			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Water bill and/or Official Receipt		Owner of the account		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present evidences that the account is overbilled	1. Prepare Job Order Maintenance form	None	5 minutes	<i>PACD Officer</i>  Commercial Section
2. Wait for the field inspector to check the meter	2. Field inspector will check the meter also he will check for possible leaks an report to the Customer Service Officer A	None	3 minutes	<i>Customer Service Officer A/Water Maintenance Head</i>  Maintenance and Commercial Section
3. Return to the office of MWD for adjustment	3. Prepares the Billing Adjustment Memo and have it approved by the head of the agency then adjust the amount complained in the system	None	5 minutes	<i>Customer Service Officer A</i>  Commercial Section
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	



## 7. Request for Change of Account Name

This service is for concessionaires who acquired an old existing account and wants to change the name of the said account.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of the Macabebe Water District.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization Letter (1 original)		Previous owner of the accounts		
Proof of Ownership		Applicant		
Any Valid Government issued ID (1 photocopy)		UMID, TIN, Philhealth, Voter's ID, Driver's License, Passport, Postal, Pagibig		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the authorization letter or request and other requirements for change of account name	1. Prepare Change of Ownership/ Account Name Form	None	5 minutes	<i>PACD Officer</i>  Commercial Section
2. Sign the Change of Account Name Form and proceed to the cashier to pay the Change Name Fees	2. Accept payments and issue Official Receipt	PHP 300	3 minutes	<i>Customer Service Officer A/Cashier A</i>  Finance and Commercial Section
3. Wait for the copy of the Change of Ownership/Account Name Form	3. Encode the new account in the system	None	5 minutes	<i>Customer Service Officer A</i>  Commercial Section
<b>TOTAL</b>		<b>PHP 300</b>	<b>13 minutes</b>	



## 8. Other Services Offered (Walk-in)

This additional services offer free of charge except for material that will be used by the concessionaires of the Macabebe Water District. This service is for all concessionaires who encounter situation relevant to Macabebe Water District operation.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of the Macabebe Water District.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Water bill Statement of Account			Owner of the accounts	
Any Valid Government issued ID ( 1 photocopy)			UMID, TIN, Philhealth, Voter's ID, Driver's License, Passport, Postal, Pagibig	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit our office to talk to our Frontline Officer. Fill up the required form for the kind of services you want to avail	1. Prepare Service Request Form or Maintenance Order Form as the case may be	None	5 minutes	<i>PACD Officer</i>  Commercial Section
2. Sign Job Order as acknowledgment of completed services	2. File and record the services done in the logbook.	None	5 minutes	<i>Engineering Asst.</i>  Engineering Section
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	



## 9. Filing of Complaints (Email)

This service is for filing of complaint through electronic mail.

<b>Office or Division:</b>	Commercial Services Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All concessionaires of the Macabebe Water District.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For complaints sent via email, kindly include the following information: <ul style="list-style-type: none"> <li>• Full name of complainant</li> <li>• Address of complainant</li> <li>• Contact details of complainant</li> </ul>		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send complaint via email with the detailed information  Email: <a href="mailto:macabebewaterdistrict@yahoo.com">macabebewaterdistrict@yahoo.com</a>	1.1. Send acknowledgment email upon receipt by the Customer Service Officer	None	5 minutes	<i>PACD Officer</i>  Commercial Section
	1.2. Print out email for filing and records purposes	None	3 minutes	<i>Customer Service Officer A</i>  Commercial Section
	1.3. Read the complaint email together with the attached documents to identify the form to be used for the complaint	None	5 minutes	<i>Customer Service Officer A</i>  Commercial Section



	1.4. Fill out the form and forward the form to the Maintenance Section copy furnish the complainant	None	5 minutes	<i>Customer Service Officer A/Maintenance Head</i>  Maintenance/Commercial Section
2. Receives/Accepts a copy the Service Request Form or Maintenance Order Form as the case may be	2.1. Inspection/process complaint	None	1 day	<i>Maintenance Head</i>  Engineering & Maintenance Section
	2.2. Send accomplished report and letter addressed to complainant via email	None	5 minutes	<i>PACD Officer</i>  Commercial Section
3. Receives a closure letter of the complaint filed	3. Print emails from the complainant and accomplished report. Keep the documents on file for records purposes. File and record all actions taken on the complaint.	None	5 minutes	<i>PACD Officer</i>  Administrative Section
<b>TOTAL</b>		<b>None</b>	<b>1 Day, 28 minutes</b>	





# **MACABEBE WATER DISTRICT**

## **Internal Services**



## 1. Recruitment, Selection and Placement

<b>Office or Division:</b>	Human Resources Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All qualified individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>• APPLICATION DOCUMENTS               <ol style="list-style-type: none"> <li>1. Photocopy Transcript of Records</li> <li>2. Performance Ratings (of applicable)</li> <li>3. Fully accomplished Personal Data Sheet</li> <li>4. Photocopy of certificate of eligibility/license</li> </ol> </li> </ul>		School graduated  CSC Website  CSC Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. N/A	1. Posting of Vacancy	None	N/A	Senior IRMO-A  Human Resources Section
2. Presentation of complete application documents	2. Validation of application documents, assessment of completeness of documents	None	5 minutes	Administrative Aide  Human Resources Section
3. Appearing at scheduled interview and examination	3. Evaluation of applicants through the following hurdles: <ol style="list-style-type: none"> <li>a. Interview</li> <li>b. Examination</li> </ol>	None	As scheduled	Senior IRMO-A  Human Resources Section
4. N/A	4. Endorsement of qualified applicants	None	3 days upon the completion of interview	Administrative Aide  Human Resources Section



5. N/A	5. Selection of qualified applicants	None	5 days	<i>General Manager C</i>  Office of the General Manager
6. Receiving information of selected individuals	6. Informing the appointed applicant	None	Upon receipt of selected applicant	<i>Senior IRMO-A</i>  Human Resources Section
7. Preparation of Appointment Documents	7. Orientation of newly appointed individuals	None	As scheduled	<i>General Manager/HR Officer</i>  Human Resources Section
8. N/A	8. Submission of Appointment Documents	None	Within 30 days upon assumption of duty and oath of office of an appointed applicant	<i>Senior IRMO-A</i>  Human Resources Section
<b>TOTAL</b>		<b>None</b>	<b>38 Days, 5 minutes</b>	



## 2. Releasing of Cash Benefits/Allowances

<b>Office or Division:</b>	Finance Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All employees of Macabebe Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authorization and IDs (if not personally claimed)		Employees of MWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Releasing Section	1. The Senior Cashier will verify in the list of the employees	None	Upon arrival	<i>Senior Cashier</i>  Finance Section
2. Sign the client's name in the payroll	2. The Senior Cashier will release the cash benefits/allowance	None	5 minutes	<i>Senior Cashier</i>  Finance Section
3. Submit the authorization letter and IDs if the claimant cannot personally receive the benefits/allowance and sign the payroll on behalf of the recipient	3. The Senior Cashier will validate the documents received before releasing the cash benefit/allowance	None	5 minutes	<i>Senior Cashier</i>  Finance Section
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	



### 3. Petty Cash Payment

<b>Office or Division:</b>	Finance Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All employees of Macabebe Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Petty Cash Voucher		Macabebe Water District		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Petty Cash Voucher Form 1.1. Particular-details of the expenditure 1.2. Amount-requested amount 1.3. Requested by-client name and signature	1. General Manager approves/ disapproves the form	None	5 minutes	<i>General Manager</i>  Office of the General Manager
2. If approved, proceed to the releasing section and submit the approved petty cash voucher	2. The Petty Cash Custodian will verify the approved petty cash voucher and check for any unliquidated petty cash. Upon verification sign the “paid by” portion of the voucher	None	5 minutes	<i>Petty Cash Custodian</i>  Administrative Section
3. Sign the “Cash Received” portion of the Voucher	3. The Petty Cash Custodian will release the requested Petty Cash	None	5 minutes	<i>Petty Cash Custodian</i>  Administrative Section
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



#### 4. Petty Cash Liquidation

<b>Office or Division:</b>	Finance Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All employees of Macabebe Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official receipts/Sales Invoice				
Purchase Request (if applicable)		Purchasing Officer		
Purchase Order (if applicable)		Purchasing Officer		
Pre and Post Repair (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Petty Cash Custodian and submit all the documents for liquidation	1. Petty Cash Custodian will verify all documents submitted	None	5 minutes	<i>Petty Cash Custodian</i>  Administrative Section
2. Check the reimbursement received	2. The Petty Cash Custodian will release the cash for reimbursement	None	10 minutes	<i>Petty Cash Custodian</i>  Administrative Section
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



## 5. Request for Payslip Copy

<b>Office or Division:</b>	Finance Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All employees of Macabebe Water District			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Name				
Payroll Month				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Finance Section and request the payslip	1. The accounting staff will confirm the employee name and the month of the requested copy of the payslip	None	10 minutes	<i>Corporate Budget Specialist</i>  Finance Section
2. Sign in the receiving logbook	2. The accounting staff will release the payslip to the employee	None	1 minute	<i>Corporate Budget Specialist</i>  Finance Section
<b>TOTAL</b>		<b>None</b>	<b>11 minutes</b>	



## **VI. Feedback and Complaints**

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedback	<p>Answer the client feedback form/customer satisfaction survey and have it received by our customer service representative.</p> <p>Contact info: (045)435-0553  <a href="mailto:macabebewaterdistrict@yahoo.com">macabebewaterdistrict@yahoo.com</a></p>
How feedbacks are processed	<p>The customer service representative gathers the form and submits it to the Human Resources Management Officer for recording and assessment.</p> <p>Feedback requiring answers are forwarded to the responsible department and they are required to answer within (2) days of the receipt of the feedback.</p> <p>Answers to the feedbacks are then relayed to the concessionaire concerned.</p> <p>Clients may call to (045) 435-0553 for inquiries and follow-ups.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the “Customer Suggestion Box” located in front of the Public Assistance and Complaints Desk (PACD).</p> <p>For complaints made thru a phone call or emails, make sure to provide and verify the name of person being complained, the incident and evidence.</p>





<p>How complaints are processed</p>	<p>The Human Resources Management Officer opens the drop box on a weekly basis for gathering and evaluation of complaints.</p> <p>The HRMO shall investigate and forward the complaint to the relevant office for explanation.</p> <p>The HRMO will create a report after the investigation and provide appropriate action. The head of the agency shall review and approve the report made.</p> <p>The HRMO will provide the feedback to the client.</p> <p>Clients may call to (045)435-0553 for inquiries and follow-ups.</p>
<p>Contact Information of ARTA, CSC, PCC</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>CSC: (045) 455-3245</p> <p>PCC: 8888</p> <p>Call us at (045) 435-0553 Email: <a href="mailto:macabebewaterdistrict@yahoo.com">macabebewaterdistrict@yahoo.com</a></p>



## VII. List of Offices

Office	Address	Contact Information
Macabebe Water District Office	Poblacion Macabebe, Pampanga	(045) 435-0553