



LICAB WATER DISTRICT

CITIZEN'S CHARTER
Ease of doing business
2021 (5th Edition)



I. Mandate:

The Licab Water District is a local water district created by the virtue of Resolution No. 01 dated January 2002 of the Municipal Council of Licab, Nueva Ecija. On December 17, 2003, the Certificate of Conditional Conformance No. 603 was issued by the Local Water Utilities Administration to formalize the establishment of Licab Water District.

II. Vision:

Provide safe, potable, affordable and sustainable water supply to all Licabeños where water is efficiently allocated and managed to support life.

III. Mission:

Enhance the quality of life through continuous delivery of potable water and improve the well being of men, women and children of the community.

IV. Service Pledge:

We, the Officials and Employees of LICAB WATER DISTRICT, commit to provide and efficiently serve you with potable, reliable and adequate supply of water.



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List of Frontline Services

Type of services	Fees & Charges		Forms	Processing Time under normal circumstances per transaction	Locations
External Services					
1. Water Bill Payment	Total Due Amount indicated on Water Bill		Water Bill	3 mins	Collection Unit
2. Application for Service Connection	<u>For 2" x 1/2" diameter Connection (beside the line)</u>		Service Application and Construction Order (SACO) Kasunduan sa Serbisyo ng Tubig	1-7 days	Commercial Unit, Collection Unit and Engineering Unit
	Water Meter	1,093.00			
	Cost of Materials :	1,329.00			
	Water Meter Guard	776.30			
	Excavation	502.00			
	Total	₱ 3,700.30			
	<u>For 2" x 1/2" diameter Connection (across the line dirt road)</u>				
	Water Meter	1,093.00			
	Cost of Materials :	1,545.00			
	Water Meter Guard	776.30			
	Excavation	565.00			
	Total	₱ 3,979.30			
	<u>For 2" x 1/2" diameter Connection (across the line, concrete road)</u>				
	Water Meter	1,093.00			
	Cost of Materials :	1,545.00			
	Water Meter Guard	776.30			
	Excavation	1,475.00			
	Total	₱ 4,889.30			
	<u>For 3" x 1/2" diameter Connection (beside the line)</u>				
	Water Meter	1,093.00			
Cost of Materials :	1,504.00				
Water Meter Guard	776.30				
Excavation	502.00				
Total	₱ 3,875.30				
<u>For 3" x 1/2" diameter Connection (across the line dirt road)</u>					
Water Meter	1,093.00				
Cost of Materials :	1,720.00				
Water Meter Guard	776.30				
Excavation	565.00				
Total	₱ 4,154.30				
<u>For 3" x 1/2" diameter Connection (across the line, concrete road)</u>					
Water Meter	1,093.00				
Cost of Materials :	1,720.00				
Water Meter Guard	776.30				
Excavation	1,475.00				
Total	₱ 5,064.30				

	<p><u>For 4" x 1/2" diameter Connection (beside the line)</u></p> <p>Water Meter 1,093.00 Cost of Materials : 1,523.00 Water Meter Guard 776.30 Excavation <u>502.00</u> Total ₱ 3,894.30</p> <p><u>For 4" x 1/2" diameter Connection (across the line dirt road)</u></p> <p>Water Meter 1,093.00 Cost of Materials : 1,739.00 Water Meter Guard 776.30 Excavation <u>565.00</u> Total ₱ 4,173.30</p> <p><u>For 4" x 1/2" diameter Connection (across the line, concrete road)</u></p> <p>Water Meter 1,093.00 Cost of Materials : 1,739.00 Water Meter Guard 776.30 Excavation <u>1,475.00</u> Total ₱ 5,083.30</p> <p><u>For 6" x 1/2" diameter Connection (beside the line)</u></p> <p>Water Meter 1,093.00 Cost of Materials : 1,727.00 Water Meter Guard 776.30 Excavation <u>502.00</u> Total ₱ 4,098.30</p> <p><u>For 6" x 1/2" diameter Connection (across the line dirt road)</u></p> <p>Water Meter 1,093.00 Cost of Materials : 1,943.00 Water Meter Guard 776.30 Excavation <u>565.00</u> Total ₱ 4,377.30</p> <p><u>For 6" x 1/2" diameter Connection (across the line, concrete road)</u></p> <p>Water Meter 1,093.00 Cost of Materials : 1,943.00 Water Meter Guard 776.30 Excavation <u>1,475.00</u> Total ₱ 5,287.30</p> <p>Notarial Fee for Service Contract Other Charges ₱ 100.00</p> <p>1) Relocation or transfer of meter from one place to another depends upon the materials that will be used</p> <p>Note: * Fees, charges and prices of materials are subject to increase in case of inflation. Prices, fees and charges varies on service connection size.</p>				
3. Other Service Request Complaints	Payment of cost of materials if there is any			3 hours	

for Service line leak and other service required					
4. Other Service Request for Relocation of Water Meter	<p>Transfer from present location of water meter (total materials & labor cost)</p> <p>Relocation of Water Meter from 3 meters up to 5 meters (material cost)</p>	<p>Beside 2" = ₱ 1,213.75 Beside 3" = ₱ 1,388.75 Beside 4" = ₱ 1,407.75 Beside 6" = ₱ 1,611.75</p> <p>Across 2" = ₱ 1,492.75 Across 3" = ₱ 1,667.75 Across 4" = ₱ 1,686.75 Across 6" = ₱ 1,890.75</p> <p>Boring 2" = ₱ 2,402.75 Boring 3" = ₱ 2,577.75 Boring 4" = ₱ 2,596.75 Boring 6" = ₱ 2,800.75</p> <p>1 meter = ₱ 336.50 3 meters = ₱ 384.50 5 meters = ₱ 432.50</p>	Complaints and Action Taken Form & MO	2 hours	Commercial Unit, Collection Unit and Engineering Unit
5. Request for Temporary Service Disconnection	Full settlement of all obligations, if there is any		Maintenance Order (MO)	1 hour	Commercial Unit, Collection Unit and Billing Unit
6. Request for Service Reconnection due to Involuntary Disconnection	Full payment of water bill + ₱ 100.00 (if disconnected for less than 6 months)		Maintenance Order (MO)	1 hour & 30 mins	Commercial Unit and Billing Unit
7. Request for Reconnection Voluntary Disconnection	Full payment of water bill + ₱ 500.00 (for mainline disconnection) + Cost of Materials, if there is any			30 mins	
8. Request for Change of Ownership	None		Change of Ownership Form	20 mins	Commercial Unit and Billing Unit
9. Request for Senior Citizen Discount	None		Senior Citizen Form	20 mins	Commercial Unit and Billing Unit
Internal Services					
1. Application for Leave	None		Application for Leave Form	8 mins	HRD/Administrative Unit

2.Request for Certificate of Employment	None	Certificate of Employment Form	10 mins	HRD/Administrative Unit
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LICAB WATER DISTRICT EXTERNAL SERVICES



1. Paying Water Bill

Pay your Water Bill on or before the 15th day of date billed or 14 days from the date of reading. Your Water Bill have 5% penalty charge upon non- payment of due amount after the Due Date.

Office or Unit:	Collection Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires of LICAB WATER DISTRICT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Bill and Cash/Check (Php) payment, Statement of account if no/lost water bill. 2. Promissory Note if on installment basis		Given to concessionaires during distribution of billing notice LWD- Commercial Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Water Bill Or Inform cashier of any account information	1. Accept payment and Issue corresponding Official Receipt	Total Due Amount	3 mins	Collection Unit
END OF TRANSACTION				
Total Processing Time			3 mins	



2. Applying for Service Connection

The connection will not be made until it is approved and all charges are paid.

Office or Unit:	Admin. Unit/ Commercial Unit / Collection Unit / Engineering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All bonafide residents of Licab			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Form (SACO) and Kasunduan sa Serbisyo ng tubig 2.1 Barangay Certificate of Residency or 1 valid Government I.D. <i>*All ID's should bear signature, picture and exact address.</i>		Provided by the applicant		
1 Service Application and Construction Order (SACO)		LWD- Commercial Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and present requirements for application of Service Connection	1. Fill-up and print Service Application and Construction Order (SACO) Form	2" Beside = ₱ 3,700.30 Across = ₱ 3,979.30 Boring = ₱ 4,889.30 3" Beside = ₱ 3,875.30 Across = ₱ 4,154.30 Boring = ₱ 5,064.30 4" Beside = ₱ 3,894.30 Across = ₱ 4,173.30 Boring = ₱ 5,083.30 6" Beside = ₱ 4,098.30 Across = ₱ 4,377.30 Boring = ₱ 5,287.30 Notarial fee = ₱ 100.00	10 mins	Commercial Unit
2. Check for the correctness of data inputted on SACO if found correct, then sign the SACO	2. - Process request of service application - Orient the client of the Internal rules & regulation of LWD - Schedule the site inspection - Inform the client after the site inspection		8 hours	Commercial Unit
END OF TRANSACTION				
3. Proceed to Customer Service and get the copy of SACO	3. After inspection, get the copy of SACO and forward to General Manager for approval	10 mins		General Manager Commercial Unit, Collection Unit and Engineering Unit
4. Pay necessary cost of materials, fees and charges indicated in SACO	4. Accept payment and issue Official Receipt Forward all docs to Commercial Unit for preparation and approval of maintenance order			
END OF TRANSACTION	5. Installation of Service Connection Tapping / Boring		1 - 3 days 5 - 7 days	Engineering Unit

5. Acceptance of Work done Comments & Suggestions Other Requests	6. Post Inspection of Service Connection		4 hours	Engineering Unit
Total Processing Time			Beside: 1-3 days Across or Boring : 5-7 days	



Other Service Request

3. Complaints for Service Line Leak, Re-reading of Water Meter, Low Pressure/No water

Cost of Materials must be paid before the repair of service request

Office or Unit:	Commercial Unit / Collection Unit / Engineering Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires with the request for inspection and repair of service line before water meter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment of fees and charges		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and fill up Complaints and Action Form and Indicate whether it is for leaks, re-reading of water meter, low pressure / no water and other service required	1. Process request and prepare Complaints and Action Form	Payment of cost of materials if there is any	5 mins	Commercial Unit
2. Payment of materials if there is any, if none fill up Maintenance Order	2. Accept payment and Issue corresponding Official Receipt / Provide Maintenance Order		5 mins	Collection Unit and Commercial Unit
	3. Process request and implement repair		2 hrs & 40 mins	Commercial Unit and Engineering Unit
3. Acceptance of work done by signing in the Action Taken Form	4. Accomplish Action Taken Report Form / Maintenance Order		10 mins	Engineering Unit
END OF TRANSACTION				
Total Processing Time			3 hours	



Other Service Request

4. Relocation or Transfer of Water Meter

Cost of Materials must be paid before the relocation of water meter

Office or Unit:		Commercial Unit / Collection Unit / Engineering Unit		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail:		All concessionaires with the request for relocation or transfer of water meter		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment of fees and charges		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and request for relocation of water meter	1. Process request and check the account of Concessionaire in Billing System	Transfer from present location of water meter (total materials & labor cost)	5 mins	Commercial Unit
	2. Inspection of old and new location of water meter / Identify cost of materials to be used	Beside 2" = ₱ 1,213.75 Beside 3" = ₱ 1,388.75 Beside 4" = ₱ 1,407.75 Beside 6" = ₱ 1,611.75 Across 2" = ₱ 1,492.75 Across 3" = ₱ 1,667.75 Across 4" = ₱ 1,686.75 Across 6" = ₱ 1,890.75	20 mins	Commercial Unit and Engineering Unit
2. Payment of materials to be used for relocation	3. Accept payment and Issue corresponding Official Receipt	Boring 2" = ₱ 2,402.75 Boring 3" = ₱ 2,577.75 Boring 4" = ₱ 2,596.75 Boring 6" = ₱ 2,800.75	5 mins	Collection Unit
3. Fill up Maintenance Order for relocation	4. Process request and implement relocation	Relocation of Water Meter from 3 meters up to 5 meters (material cost)	1 hour & 20 mins	Commercial Unit and Engineering Unit
4. Acceptance of work done	5. Accomplish Maintenance Order	1 meter = ₱ 336.50 3 meters = ₱ 384.50 5 meters = ₱ 432.50	10 mins	Engineering Unit
END OF TRANSACTION				
Total Processing Time			2 hours	



5. Request for Temporary Service Disconnection

The maximum length of time for temporary disconnection is six (6) months, provided that all obligations are fully paid.

Office or Unit:	Commercial Unit / Collection Unit / Billing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All bonafide residents of Licab			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Full payment of water bill		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service & request for temporary service disconnection	1. Provide the Maintenance Order	Full settlement of all obligations, if there is any	5 mins	Commercial Unit
2. Fill up Maintenance Order then proceed to cashier and present statement of accounts and pay	2. Accept payment and Issue corresponding Official Receipt		5 mins	Collection Unit
	3. Process request and implement disconnection		45 mins	Commercial Unit and Billing Unit
3. Acceptance of work done	4. Accomplish Maintenance Order		5 mins	Billing Unit
END OF TRANSACTION				
Total Processing Time			1 hour	



6. Request for Re-connection due to Involuntary Disconnection

Reconnection Fee and Cost of Materials must be paid before reconnection of disconnected service connection.

Office or Unit:	Commercial Unit / Collection Unit / Billing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires with disconnected service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Full payment of water bill, fees and charges		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashier and request for service reconnection	1. Process request	Full payment of water bill + ₱ 100.00 (if disconnected for less than 6 months)	5 mins	Collection Unit
2. Full payment of water bill plus the amount of reconnection fee	2. Accept payment and Issue corresponding Official Receipt		5 mins	Collection Unit
3. Fill up Maintenance Order for reconnection	3. Process request and implement reconnection	Full payment of water bill + ₱ 500.00 (for mainline disconnection) + Cost of Materials, if there is any	1 hr & 20 mins	Commercial Unit and Billing Unit
END OF TRANSACTION				
Total Processing Time			1 hour & 30 mins	



7. Request for Reconnection of Voluntary Disconnection

Reconnection fee is free of charge if temporarily disconnected, if there was no existing balance on account.

Office or Unit:	Commercial Unit / Billing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires with disconnected service connection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Full payment of water bill		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service & request for reconnection	1. Provide the Maintenance Order	Full payment of water bill + ₱ 100.00 (if disconnected for less than 6 months)	3 mins	Commercial Unit
2. Fill up Maintenance Order for reconnection	2. Process request and implement reconnection		20 mins	Commercial Unit and Billing Unit
3. Acceptance of work done	3. Accomplish Maintenance Order	Full payment of water bill + ₱ 500.00 (for mainline disconnection) + Cost of Materials, if there is any	7 mins	Billing Unit
END OF TRANSACTION				
Total Processing Time			30 mins	



8. Request for Change of Ownership

Process the request for Change of Ownership

Office or Unit:	Commercial Unit / Billing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All concessionaires with the request for Change of Ownership			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Proof of Ownership or 1 photocopy of Government I.D		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and request for Change of Ownership	1. Process request and check the account of concessionaire in Billing System	None	5 mins	Commercial Unit
2. Fill up Change of Ownership form and provide requirements. Check for the correctness of data inputted.	2. Orient new concessionaire		5 mins	Commercial Unit
	3. Change old account name to new account name in the Billing and Collection System		10 mins	Billing Unit
END OF TRANSACTION				
Total Processing Time			20 mins	



9. Request for Senior Citizen Discount

Process the application for Senior Citizen Discount, the Senior Citizen should avail the 5% discount in every water consumption, but not exceed to 30 cubic meter.

Office or Unit:	Commercial Unit / Billing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government			
Who may avail:	All Senior Citizen with the request to avail the discount			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid Senior Citizen I.D		Provided by the concessionaire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Customer Service and request for Senior Citizen Discount	1. Process request and check the account of Concessionaire in Billing System	None	5 mins	Commercial Unit
2. Fill up the application form for Senior Citizen Discount and provide requirements. Check for the correctness of data inputted.	2. Orient the Senior Citizen regarding LWD policy on the annual renewal of Senior Citizen status		10 mins	Commercial Unit
	3. Update applicant's record in the Billing and Collection System		5 mins	Billing Unit
END OF TRANSACTION				
Total Processing Time			20 mins	



LICAB WATER DISTRICT INTERNAL SERVICES



1. Application for Leave

Process the request for application for leave.

Office or Unit:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens (employee)			
Who may avail:	Licab Water District employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Maternity Leave, Special Leave Privileges, Forced/Mandatory Leave, Study Leave, Parental/Solo Leave, VAWC Leave, Vacation Leave, 1a. Signed Leave Form 2. Paternity Leave 2a. Signed Leave Form 2b. Photocopy of marriage certificate 3. Rehabilitation Leave 3a. Signed Leave Form 3b. Medical Certificate 3c. Evidence of injury cause by actual performance of duty 4. Sick Leave 4a. Signed Leave Form 4b. if 5 days or more should have a medical certificate 5. Special Leave Benefits for Women 5a. Signed Leave Form 5b. Medical Certificate 5c. Clinical Summary		Admin/H.R Admin/H.R Provided by the employee Admin/H.R Provided by the employee Provided by the employee Admin/H.R Provided by the employee Provided by the employee Admin/H.R Provided by the employee Provided by the employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the HR and request to file a leave	1. Print LWD official leave form	none	5 mins	HR / Administrative Unit
2. Sign the leave form application	2. The leave form should be signed by the General Manager	none	2 mins	General Manager
3. Wait for the approval	3. The action should be relay whether approved or disapproved	none	1 min	HR / Administrative Unit
4. None	4. File the leave form for reference purposes	none	1 min	HR / Administrative Unit
END OF TRANSACTION				
Total Processing Time			9 mins	



2. Request for Certificate of Employment

Process the request for certificate of employment.

Office or Unit:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens (employee)			
Who may avail:	Licab Water District employee/board of directors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate of Employment Form		Admin/H.R		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter of request address to the General Manager	1.Print LWD Certificate of Employment	none	5 mins	HRD / Administrative Unit and General Manager
2. Fill up the Certificate of Employment Form check for the correctness of data inputted. And submit the accomplished Form to the office of HRD	2. The form should be signed by the General Manager	none	5 mins	HRD / Administrative Unit and General Manager
END OF TRANSACTION				
Total Processing Time			10 mins	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> Write your comment/ suggestions on “Post-Inspection” box of the Action Report which will be given to you after every maintenance work were done and checked by our field inspector/investigator. Write your comment/ suggestions on “Suggestion” box to be found in front of the teller’s section. Send your feedback through e-mail (licabwd@yahoo.com) Talk to our Officer of the Day Or write to Ms. Anne Lorelie DL. Laureta – General Manager
How feedbacks are processed	<ul style="list-style-type: none"> If the feedback is positive it is the kind of feedback which is more or less acceptable or satisfactory to the concessionaire. It signifies that everything is on the right track and no corrective measure regarding communication is necessary. If the feedback is negative suggests that the communication has not been effective and some correction, adjustment or re-assessment is required in the process. <ol style="list-style-type: none"> Assist immediately the concessionaire who gives a negative feedback. Forward the negative feedback to the General Manager for proper action. Inform the complainant of the action taken. Request the complainant for feedback.
How to file a complaint	Proceed to Customer Service and fill up Complaints and Action Form, Indicate whether it is for leaks, re-reading of water meter, low pressure / no water and other service required.
How complaints are processed	<ul style="list-style-type: none"> The Customer Service will process request for Complaints and Action form.

	<ul style="list-style-type: none"> • Inform the complainant if necessary materials should be paid, if none, fill up Maintenance Order. • The Customer Service will process request and forward the maintenance order to the Plumber for proper action. • Inspection of Engineering Unit for the Action of the Plumber. • Acceptance of the Complainant of the Action Taken.
<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> • CCB - 0908-881-6565 or 1-6565 • LWD – 0925-815-8582 • PCC – 0997-891-2419 • ARTA - 478-5091/478-5093/478-5099



LICAB WATER DISTRICT

Office	Address	Contact Information
Licab Water District	Real Street Brgy. Poblacion Sur Licab N.E	(044) 950 1397
		0925 – 815 - 8581
		0925 – 815 - 8582
		0925 – 815 - 8583
ARTA	Gf HPGV Building, 395 Senator Gill Puyat Avenue, Makati City	478-5091
		478-5093
		478-5099
PCC	San Cristobal Licab, N.E	0997 – 891 - 2419



LICAB WATER DISTRICT CLIENT FEEDBACK FORM

I Serbisyong Tubig			
Linaw ng Tubig sa aming lugar	<input type="checkbox"/>	Malinaw	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Malabo
Lasa ng Chlorine sa tubig ng LicabWD sa aming lugar	<input type="checkbox"/>	Walang lasa	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Matapang ang Chlorine
Amoy ng tubig ng LicabWD sa aming lugar	<input type="checkbox"/>	Wala	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mahina
Lakas ng pressureng tubig sa aming lugar	<input type="checkbox"/>	Malakas	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mahina
Puna o Mungkahi			

II Serbisyong Pantao			
Bilis ng pagbabayad sa opisina ng LicabWD	<input type="checkbox"/>	Mabilis	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mabagal
Bilis sa pagtugon sa serbisyo ng mga empleyado ng LicabWD	<input type="checkbox"/>	Mabilis	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mabagal
Pagtanggap ng Water Bill	<input type="checkbox"/>	Palagi	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Hindi nakakatanggap
Puna o Mungkahi			

III Pasilidad			
Malinis at komportable ba ang pasilidad	<input type="checkbox"/>	OO	<input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Hindi
Puna o Mungkahi			

Pangalan (OPTIONAL):

Tanggapan/Ahensya:

Tirahan:

E-mail Address (kung meron)

Telepono (kung meron)

Lagda:

Petsa:

Maraming Salamat po sa inyong pakikiisa