



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Accomplished our Feedback Form available in the office or download the form in our website balangawater.gov.ph and put it in the drop box at the Public Assistant and Complaint Desk (PACD).</p> <p>Send your Feedback Form through e-mail</p> <p>(balanga_water@yahoo.com) Talk to our Customer Service Assistants Contact No. #0950-626-8905 #0917-502-9019</p>
How feedbacks are processed	<p>Every Friday, the Public Assistant and Complaint Desk (PACD), opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the concerned citizen.</p>
How to file a complaint	<p>Fill up the client Complaint Form Complaints can also be communicated via telephone or e-mail.</p> <p>For inquiries and follow-ups, concessionaires may contact #0950-626-8905 #0917-502-9019</p>
How complaints are processed	<p>Public Assistant and Complaint Desk (PACD) receive and refer the Complaint Form to the Commercial Department.</p> <p>Commercial Department will accommodate the complaint and initiate appropriate action or advice if necessary</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph ARTA (2782) PCC: 8888 pcc@malacanang.gov.ph CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p>