

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Customer Service Feedback and Complaint Form and drop it in the Suggestion Box located at the Cashier's Counter</p> <p>Contact Info: (046) 430-0832 loc 101/104 Facebook Page: Carmona Water District Website: carmonawd.gov.ph</p>
How feedbacks are processed	<p>The Commercial Division verifies the nature of the feedbacks or complaints within one working day. Then the same will be referred to the concerned division.</p> <p>Upon receiving the reply from the concerned office, the concessionaire will be informed via email or phone call.</p> <p>For inquiries or follow-up, the contact information are as follows: Commercial Services Division: (046) 430-0832 loc 104 Engineering and Operations Division: (046) 430-0832 loc 108 Customer Service: (046) 430-0832 loc 111</p>
How to file a complaint	<p>To file a complaint against CWD, provide the following details via email:</p> <ul style="list-style-type: none"> • Full Name and contact information of the complainant • Narrative of the complain • Evidences • Name of the person being complained <p>Send all complaints against CWD to any of the following: carmonawd@yahoo.com billing@carmonawd.com.ph admin@carmonawd.com.ph</p> <p>For inquiries or follow-up, you may</p>

	<p>contacts the following telephone number:</p> <p>Admin/Finance Service Division: (046) 430-0832 loc 109</p> <p>Commercial Services Division: (046) 430-0832 loc 104</p> <p>Engineering and Operations Division: (046) 430-0832 loc 108</p> <p>Customer Service: (046) 430-0832 loc 111</p>
How complaints are processed	<p>All complaints received against CWD will be processed by the Admin & Finance Services Division (AFD).</p> <p>The AFD browses, evaluates and determines the complaints received on a daily basis. The AFD shall coordinate with the concerned office to answer the complaint and shall investigate, if necessary.</p> <p>After the concern has been addressed or after the conduct of the investigation, the AFD shall create an incident report for the General Manager, for appropriate action. The AFD shall give the feedback to the concessionaire via email or phone call.</p> <p>For inquiries or follow-up, you may contacts the following telephone number: Admin/Finance Service Division: (046) 430-0832 loc 109</p>
Contact information of Anti-Red Tape Authority, Presidential Complaint Center, Contact Center ng Bayan	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: 8888 pcc@malacanang.gov.ph</p> <p>CCB: 0908-881-6565 (SMS) email@contactcenterngbayan.gov.ph</p>



LIST OF OFFICES

Office	Address	Contact Information
Office of the General Manager	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 105
Administrative and Finance Services Division	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 109/110
Commercial Services Division	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 104
Engineering and Operations Division	B8 L8 Joy St., Cityland Subd., Brgy. Mabuhay, Carmona, Cavite	(046) 430-0832 loc 108