

Complaint

The process of taking a complaint

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Concessionaires/ Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESS -ING TIME	PERSON RESPONSIBL E
1. Go to the Public Assistance and Complaints Desk (PACD) to report complaint	1. PACD-in-charge receives and log complaint	None	5 minutes	PACD Staff
2. If complaint pertains to service line – sign at Logbook and wait at home for plumber/ maintenance to address the complaint	2.1 PACD-in-charge will issue the Service Request (SR) 2.2 Plumber/ maintenance will execute the SR	None	Within the day	Plumber – Engineering Section
3. If complaint pertains to water bill accounts, Go to Billing Clerk for clarification	3.1 Billing Clerk receives and address the complaint 3.2 Issue SR is applicable	None	5 minutes	Billing Clerk – Billing Section
Total		None	1 day , 10 minutes	