

FEEDBACK AND REDRESS MECHANISM

We are committed to provide you adequate, potable, safe and affordable water and serving you with excellence and integrity. However, we could not get it right 100% most of the time. There are times when things will go wrong. We do not want our consumer walk away disgruntled, vowing to tell everyone about the negative experience with our agency. We want our consumer feel that we have handled his/her complaint in affair way and responded his/her service request as expected.

Your feedback/comments on our service will help us objectively improve our service delivery system as well as the overall performance of our employees.

Complaints/Service Request Procedure:

Step 1- Consumer submits his/her complaints or service request personally to MAWAD office (Look for Mrs. Violeta O. Garcia or Mrs. Cecille A. Fabia or any staff from Commercial Division).

Step 2 – Our personnel will investigates your complaints and/or respond to your service request in accordance with the step-by-step procedure of a particular service you availed of.

Step 3 – Consumer may call our office at telephone numbers (075) 523-5884 and look for Mrs. Bernadeth D. Dizon or Mrs. Marlyn C. De Guzman and give the following information:

- a. Account Number
- b. Account Name
- c. Address (nearest corner and/or landmark)

Step 4 – If your complaint is not justified and you feel unhappy with the service we provided, please let us know. Consumers are also enjoined to give their suggestions for us to improve our service by filling up the MAWAD CONSUMER FEEDBACK FORM located on top of our “Suggestion Box”.