



CALABANGA WATER DISTRICT
San Antonio, Calabanga, Camarines Sur

—○○—

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, Celedonio I. Tolentino, Jr., of legal age, General Manager of Calabanga Water District, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Calabanga Water District has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the Agency;
 - b. Government Services offered:
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins, standees or any other readable materials that could be easily understood by public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hands this December 6, 2021 in San Antonio, Calabanga, Camarines Sur.

ENGR. CELEDONIO I. TOLENTINO, JR.

General Manager

Calabanga Water District

DEC 06 2021

PILI, CAM. SUR

SUBSCRIBED AND SWORN TO BEFORE ME this _____ in _____ with affiant exhibiting to me his TIN 936-401-373.

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Series of 2021

NOTARY PUBLIC
NYORLITO P. GALVAN
NOTARY PUBLIC UNTIL DECEMBER 2021
ADMIN. MATTER NO. P-24-2020, RTC, PILI, CAM. SUR
OLD SAN ROQUE, PILI, CAM. SUR
ATTORNEY ROLL NO. 42198
PTR OR NO. 0159819, 1-4-2021, PILI, CAM. SUR
IBP OR NO. 138753, 1-4-2021, CAM. SUR

"WE CARE"

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calabangawd@gmail.com

**CALABANGA WATER DISTRICT
CITIZEN'S CHARTER
2021**

CERTIFICATION of COMPLIANCE

Frontline Service	Process Improvement	Action Taken to Improve Process	Results Benefits
Installation of New Connection	Updated and modified Citizen's Charter Shortened time frame	Prepared detailed work plan Reduced the number of signatories Set standard service	Efficient maintenance performance Customer satisfaction-meeting the needs of the customer Improvement of service and quality Has the opportunity to improve systems and procedures.
Reconnection of Disconnected Service Connection	Updated and modified Citizen's Charter Shortened time frame	Prepared detailed service request Reduced the number of signatories Innovate and improve services	Customer satisfaction-meeting the needs of the customer More efficient staff Efficient maintenance performance Has the opportunity to improve systems and procedures.
Repair of Service Connection/General Repair Works	Updated and modified Citizen's Charter Shortened time frame Identifyng/prioritizing urgent repairs	Prepared detailed service request Reduced the number of signatories Innovate and improve services	Customer satisfaction-meeting the needs of the customer Improve work performance Efficient maintenance performance Has the opportunity to improve systems and procedures.
Classification of payments	Updated and modified Citizen's Charter Shortened time frame	Prepared advanced notice to customers Prepared brochures on water rates base on classification of accounts Improved service priority and regular lane for payment Improved customer service area.	Customer satisfaction-meeting the needs of the customer More efficient staff Improvement of service and quality Efficient financial performance

Prepared by:


RAQUEL M. SAAVEDRA
Sr. Water Utility Mgt/Dev. Officer

Noted by:


ENGR. CELEDONIO I. TOLENTINO JR
General Manager