



Calabanga Water District  
San Antonio, Calabanga, Camarines Sur  
email add: [calabangawd@yahoo.com.ph](mailto:calabangawd@yahoo.com.ph)  
contact no: (054)-881-9188 (054)-881-0063

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### CERTIFICATION

This is to certify that the Calabanga Water District (CAWADI) has submitted its Certificate of Compliance (COC) pursuant to Section 5.1.c dated January 23, 2023.

This certification is being issued in compliance to CSC Memo#14-2016, this 23<sup>th</sup> day of January, 2023.

A handwritten signature in black ink, appearing to read 'Betty B. Viola'.

BETTY B. VIOLA  
Administrative/General Services Chief C

Noted by:

A handwritten signature in black ink, appearing to read 'Engr. Celedonio I. Tolentino Jr.'.

ENGR. CELEDONIO I. TOLENTINO JR.  
General Manager

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

I, Engr. Celedonio I Tolentino Jr., Filipino, of legal age, General Manager of the 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, including its Offices has established its most current and update Citizen's Charter pursuant to Section 6 of R.A. 11032, its implementing Rules and Regulations, and the relevant ARTA Issuances. Citizen's Charter Handbook Edition: 2022, 2nd Edition
- 2) The following required forms of posting of the Citizen's Charter are present:
  - a. Citizen's Charter Information Billboard (Available through billboards, posters, tarpaulins, interactive information kiosks)
  - b. Citizen's Charter Handbook
  - c. Official Website / Online Posting
- 3) The Citizen's Charter Information Billboard enumerates the following information:
  - a. External Services;
  - b. Checklist of Requirements for each type of application or request;
  - c. Name of the person responsible for each step;
  - d. Maximum processing time;
  - e. Fee/s to be paid, if necessary; and
  - f. Procedure for filing complaints and feedback.
- 4) The Citizen's Charter Handbook enumerates the following information:
  - a. Mandate, Vision, Mission, and Service Pledge of Agency
  - b. Government Services Offered (External and Internal Services)
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Classification of Service;
    - iii. Type of Transaction;
    - iv. Who may avail;
    - v. Client Steps and Agency Actions to obtain a particular service;
    - vi. Person Responsible for Each Step;
    - vii. Processing time per step and total;
    - viii. Fee/s to be paid per step and total, if necessary;
  - c. Procedure for filing complaints and feedback;
  - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
  - e. List of Offices.
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.




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- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 8) 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.
- 9) There is an established Client Satisfaction Measurement per service in the respective offices.
- 10) The head of office shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Section 8 or R.A. 11032.

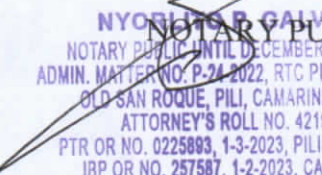
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hands this **23, January 2023** in San Antonio, Calabanga, Camarines Sur

  
**ENGR. CELEDONIO I. TOLENTINO, JR**  
General Manager C  
CALABANGA WATER DISTRICT

SUBSCRIBED AND SWORN TO BEFORE ME this **23 JAN 2023** in  
**PILI, CAM. SUR** with affiant exhibiting to me his TIN 936-401-373.

Doc. No. **49**  
Page No. **10**  
Book No. **1**  
Series of 2023

  
**NOTARY PUBLIC**  
NOTARY PUBLIC UNTIL DECEMBER 31, 2023  
ADMIN. MATTER NO. P-21-2022, RTC PILI, CAM. SUR  
OLD SAN ROQUE, PILI, CAMARINES SUR  
ATTORNEY'S ROLL NO. 42198  
PTR OR NO. 0225883, 1-3-2023, PILI CAM. SUR  
IBP OR NO. 257587, 1-2-2023, CAM. SUR  
MCLE COMPLIANCE NO. VII-0007466 VALID UNTIL 4-14-2025



**CALABANGA WATER DISTRICT  
CITIZEN'S CHARTER**

**2023**

**CERTIFICATION of COMPLIANCE**

Frontline Service	Process Improvement	Action Taken to Improve Process	Results Benefits
Process Application of New Connection	Update and modified Citizen;s Charter Shorten 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
Process Application of Reconnection and Disconnection of water service connection	Update and modified Citizen;s Charter Shorten time frame	Prepared detailed work plan 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
Process Request for Repair of Service Connection/General Repair Works	Update and modified Citizen;s Charter Shorten time frame Identifying/Prioritizing urgent for repairs	Prepared detailed work plan 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	Update and modify Citizen;s Charter Shorten 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 maintenance performance

Prepared by:

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

Noted by:

**ENGR. CELEDONIO I. MOLENTINO JR.**  
General Manager