



**CALABANGA WATER DISTRICT**  
San Antonio, Calabanga, Camarines Sur

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**OFFICE ORDER**

**2024-01-004**

**TO :** **BETTY B. VIOLA**  
**DIANA B. BATALLA**  
**ENGR. MICHAEL M. GUTIERREZ MORENO**  
**RAQUEL M. SAAVEDRA**  
**LEMUEL E. AN**  
**MARJORIE D. LUCEÑO**



**SUBJECT :** **Adoption of ARTA Memorandum Circular (MC) No. 2023-08 dated 22 November 2023 Creation of the Calabanga Water District Committee on Anti-Red Tape (CART)**

**DATE :** **January 5, 2024**

In the interest of the service and under **ARTA Memorandum Circular (MC) No. 2023-08** dated 22 November 2023, which provides amendments on certain provisions of ARTA MC No. 2020-07 or the Guidelines on the Designation of a Committee on Anti-Red Tape (CART). ARTA MC No. 2023-08 took effect on 11 December 2023 upon publication in the Philippine Star and filing at the Office of the National Administrative Register. The Calabanga Water District is hereby created composed of the following:

- Chairperson: General Manager C
- Vice-Chairperson: Administrative/General Services Chief C
- Members: Corporate Budget Specialist A  
Supervising Engineer A  
Sr. Water Utilities Management/Development Officer  
Electronics Communication Systems Operator C  
Utilities Customer Service Assistant E

Duties and Responsibilities:

1. Conduct of the Reengineering processes and systems, compliance cost analysis, time and motion studies, and assessment and enhancement of all Calabanga Water District services are all being carried out with the use of the concepts and instruments mentioned in the ARTA-issued whole-of-engineering (WOG) Reengineering Manual.
2. Conduct post-implementation assessment and review existing regulations, ordinances, or other related issuances.
3. Conduct effective knowledge transfer, disseminating information to office personnel about ARTA-related training, briefings, or other connected matters, and turning in a status report on the actions taken within sixty (60) days of the training's conclusion.
4. Ensure that all government services including the services of the regional offices, local offices, field offices, bureaus, and other offices be re-engineered as deemed necessary.
5. Ensure and oversee the reengineering of systems and procedures of the government services to reduce bureaucratic red tape.
6. Understand the client journey, identify and prioritize the issues encountered by the client, and discover the current state of the processes when reengineering their systems and procedures.

“WE CARE”

Tel. No. (054)-881-9188; 470-2000; 881-0063

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7. Prioritize the external services of their agency that they deemed most availed considering the volume of transactions or the number of applications received in the period of one (1) particularly the previous year.
8. The improved and reengineered systems and procedures of the agencies shall be the basis for the drafting and updating of the Citizen's Charter as stated in item 6.4.3 of ARTA MC 2019-02.
9. To determine the current status of the implementation of Sec. 5 of R.A 11032, the agencies through their respective CART, shall submit to the Authority an initial Reengineering report that shall at the minimum contain the following:
  - a. Identified priority services for reengineering whether external services or Internal Services;
  - b. Current Status: number of steps, processing time, cost whichever is applicable;
  - d. Expected outcome: Projected/target reduction of steps, time, and cost whichever is applicable;
  - e. Concerned agency, office, unit, division; and
  - f. Target clients.

This Order shall take effect immediately and remain in force unless otherwise amended or revoked. All issues that conflict with this are hereby revoked.

  
**ENGR. CELEDONIO I. TOLENTINO, JR.**  
General Manager

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**CALABANGA WATER DISTRICT**  
San Antonio, Calabanga, Camarines Sur

—o—

**CART DIRECTORY**

<b>Name</b>	<b>Position</b>	<b>Contact Details</b>
Engr. Celedonio I. Tolentino, Jr.	General Manager C	(054) 881-0063 <a href="mailto:calabangawd@gmail.com">calabangawd@gmail.com</a> 2 <sup>nd</sup> Floor CAWADI Bldg., San Antonio Pob., Calabanga, Camarines Sur
Betty B. Viola	Administrative/General Services Chief C	(054) 881-9188 <a href="mailto:calabangawdhr@gmail.com">calabangawdhr@gmail.com</a> CAWADI Bldg., San Antonio Pob., Calabanga, Camarines Sur
Diana B. Batalla	Corporate Budget Specialist A	(054) 881-0063 Finance, Accounting and Budget: <a href="mailto:calabangawd.fab@gmail.com">calabangawd.fab@gmail.com</a> 2 <sup>nd</sup> Floor CAWADI Bldg., San Antonio Pob., Calabanga, Camarines Sur
Engr. Michael M. Gutierrez Moreno	Supervising Engineer A	(054) 881-9188 <a href="mailto:calabangawd@yahoo.com.ph">calabangawd@yahoo.com.ph</a> 3 <sup>rd</sup> Floor CAWADI Bldg., San Antonio Pob., Calabanga, Camarines Sur
Raquel M. Saavedra	Sr. Water Utilities Management/Development Officer	(054) 881-9188 <a href="mailto:calabangawd@yahoo.com.ph">calabangawd@yahoo.com.ph</a> CAWADI Bldg., San Antonio Pob., Calabanga, Camarines Sur
Lemuel E. An	Electronics Communication Systems Operator C	(054) 881-9188 <a href="mailto:lemuelcawadi11@gmail.com">lemuelcawadi11@gmail.com</a> CAWADI Bldg., San Antonio Pob., Calabanga, Camarines Sur
Marjorie D. Luceño	Utilities Customer Service Assistant E	(054) 881-9188 <a href="mailto:calabangawdhr@gmail.com">calabangawdhr@gmail.com</a> CAWADI Bldg., San Antonio Pob., Calabanga, Camarines Sur

  
**ENGR. CELEDONIO I. TOLENTINO, JR.**  
General Manager C



**Annex A  
New COC Template**



(CALABANGA WATER DISTRICT)



**CERTIFICATE OF COMPLIANCE**  
**Year: 2024**

*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 Head of the Committee on Anti-Red Tape Authority** of the **Calabanga Water District**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or 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 ***(N/A, if applicable)*** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: (2023, 2<sup>nd</sup> Edition)  
Example: 2021, 1<sup>st</sup> Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

/	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
/	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
/	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 the 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.
- 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 Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

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**(ENGR. CELEDONIO I. TOLENTINO JR)**  
(General Manager)  
(Calabanga Water District)



INSTRUCTIONS 1. Please do not abbreviate.

Name of Agency	CALABANGA WATER DISTRICT
Department Order	2023-11-004
CART or SUBCART	CART

N	NAME	CART DESIGNATION	POSITION / DESIGNATION / TITLE	OFFICE/ DEPARTMENT/ DIVISION	EMAIL ADDRESS	CONTACT
1	CELEDONIO I. TOLENTINO JR.	CHAIRPERSON	GENERAL MANAGER	OFFICE OF THE GM	calabangawd@yahoo.com.ph	(054)8810063
2	BETTY B. VIOLA	VICE-CHAIRPERSON	ADMINISTRATIVE GENERAL SERVICES CHIEF C	ADMINISTRATIVE & GENERAL SERVICES DIVISION	calabangawdhr@gmail.com	(054)8819188
3	DIANA B. BATALLA	MEMBER-PLANNING	CORPORATE BUDGET SPECIALIST A	FINANCE DIVISION	calabangawd_fab@gmail.com	(054)8810063
4	MICHAEL M. GUTIERREZ-MORENO	MEMBER-CORE OPERATION	SUPERVISING ENGINEER	ENGINEERING/ CONSTRUCTION/PRODUCTION/WATER OU	calabangawd@yahoo.com.ph	(054)8810063
5	RAQUEL M. SAAVEDRA	MEMBER-PUBLIC ASSISTANCE/COMPLAINTS GEN	SENIOR WATER UTILITY MANAGEMENT DEVELOPMENT OFFICER	COMMERCIAL DIVISION	czhanateck@yahoo.com	(054)8819188
6	LEMUEL E. AN	MEMBER-INFORMATION TECHNOLOGY	ELECTRONIC COMMUNICATION SYSTEMS OPERATOR C	ADMINISTRATIVE & GENERAL SERVICES DIVISION	lemuelcawd112@gmail.com	(054)8819188
7	MARJORIE D. LUCENO	MEMBER-RECORDS	UTILITIES CUSTOMER SERVICE ASSISTANT E-HR ASSISTANT DESIGN	ADMINISTRATIVE & GENERAL SERVICES DIVISION	calabangawdhr@gmail.com	(054)8819188
8						






**CALABANGA WATER DISTRICT**  
San Antonio, Calabanga, Camarines Sur

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**CART DIRECTORY**

<b>Name</b>	<b>Position</b>	<b>Contact Details</b>
Engr. Celedonio I. Tolentino Jr.	General Manager	(054) 881-0063 calabangawd@gmail.com CAWADI Bldg., San Antonio, Calabanga, Camarines Sur
Betty B. Viola	Administrative General Services Chief C	(054) 881-9188 calabangawdhr@gmail.com CAWADI Bldg., San Antonio, Calabanga, Camarines Sur
Diana B. Batalla	Budget Account Specialist	(054) 881-0063 Commercial: calabangawd@yahoo.com.ph Accounting & Finance: calabangawd.fab@gmail.com CAWADI Bldg., San Antonio, Calabanga, Camarines Sur
Engr. Michael M. Gutierrez- Moreno	Supervising Engineer	(054) 881-0063 calabangawd@yahoo.com.ph CAWADI Bldg., San Antonio, Calabanga, Camarines Sur
Raquel M. Saavedra	Sr. Water Utilities Management Development Officer	(054) 881-9188 calabangawd@yahoo.com.ph CAWADI Bldg., San Antonio, Calabanga, Camarines Sur
Lemuel E. An	Electronic Communication Systems Operator C	(054) 881-9188 lemuelcawadi112gmail.com CAWADI Bldg., San Antonio, Calabanga, Camarines Sur
Marjorie D. Luceno	Utilities Customer Service Assistant E	(054) 881-9188 calabangawdhr@gmail.com CAWADI Bldg., San Antonio, Calabanga, Camarines Sur

  
**ENGR. CELEDONIO I. TOLENTINO, JR.**  
General Manager



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 13, 2025.

This certification is being issued in compliance to CSC Memo#14-2016, this 13<sup>th</sup> day of January, 2025.

  
BETTY B. VIOLA  
Administrative/General Services Chief C

Noted by:

  
ENGR. CELEDONIO I. TOLENTINO JR.  
General Manager





**CALABANGA WATER DISTRICT**  
San Antonio, Calabanga, Camarines Sur

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*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: 2023, 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 13<sup>th</sup>, January 2025 in San Antonio, Calabanga, Camarines Sur

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

SUBSCRIBED AND SWORN TO BEFORE ME this 14 JAN 2025  
**City of Naga** with affiant exhibiting to me his TIN 936-401-373.

**ATTY. VENICE LYNN L. VELASCO**  
Notary Public for the Province of Camarines Sur  
81 Concepcion, Pagsanjan, Naga City  
Commission Serial No. 24-12  
Until December 31, 2025  
Roll of Attorneys No. 81168  
IBP OR No. 489318, December 29, 2024  
PTR No. 4754988, January 2, 2025

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Book No. 10001  
Series of 2025

**"WE CARE"**

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Website: [www.cawadi.gov.ph](http://www.cawadi.gov.ph) | Email: [calabangawdhr@gmail.com](mailto:calabangawdhr@gmail.com)





**CALABANGA WATER DISTRICT  
CITIZEN'S CHARTER**

2024

**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 Customer satisfaction-meeting the needs of the customer More efficient staff Efficient maintenance performance 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 Improve work performance 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 More efficient staff Improvement of service and quality Efficient maintenance performance
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. PLENTINO JR.**  
General Manager