



CALABANGA WATER DISTRICT
 San Antonio, Calabanga, Camarines Sur
 Tel. No. (054) 881-0063/ 881-9188
 Telefax No. (054) 470-2000
 Email add: calabangawd@yahoo.com.ph

CERTIFICATION of COMPLIANCE


Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **CELEDONIO I. TOLENTINO, JR.**, Filipino, of legal age, General Manager of the **CALABANGA WATER DISTRICT**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The **CALABANGA WATER DISTRICT** including has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of (name of agency) that deliver frontline services.
- 3) The Citizen's Charter is positioned 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, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services presented as ANNEX A1.

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 HEREOF, I have hereunto set my hand this 1st of August, 2018 in Calabanga Cam. Sur Philippines.


 CELEDONIO I. TOLENTINO, JR.
 General Manager
 CALABANGA WATER DISTRICT

SUBSCRIBED AND SWORN to before me this 1st of August 2018 in Calabanga Philippines, with affiant exhibiting to me his/her Pin 936401373 issued on _____ at _____.


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 Series of 2018

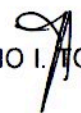
ATTY. MANUEL G. GABINO, JR.
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2019
 NOTARIAL COMMISSION NO. 17-017
 ATTY. ROLL NO. 14843
 PTR NO. 62553308 11/22/17
 JBP OR NO. 015071 12/20/17

**CALABANGA WATER DISTRICT
CITIZEN'S CHARTER
2018**

CERTIFICATION of COMPLIANCE

Frontline Service	Process Improvement	Action Taken to Improve Process	Results Benefits
Application for 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