



**CALAMBA WATER DISTRICT**

Lakeview Subd., Halang, Calamba City  
Tel. No. 545-2863; 545-1614, 545-0226  
Fax No. 545-9752

24/7 Public Service

**CERTIFICATE OF COMPLIANCE**

*Pursuant to Republic Act 110325: 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, **EXEQUIEL A. AGUILAR, JR.**, Filipino, of legal age, General Manager of the Calamba 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 Anti-Red Tape Authority (ARTA) has established its service standards known as the Citizen’s Charter that enumerates the following:
  - a. Vision and mission (Amended Year 2012)
  - 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, tarpaulin standees, or any other readable materials that could be easily understood by the 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 CWD website and accessible to the public.
6. The Citizen’s Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services like application for new water service connection, handling of complaints and collection of water bill, water bill deposit and reconnection fee which made possible through the establishment of CWD On-Stop-Shop and installation of additional local numbers.
7. The Calamba Water District has revised its Vision and Mission as per CWD Board Directive No. 57 series of 2010.

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

DEC 03 2021

IN WITNESS HEREOF, I have hereunto set my hands this \_\_\_\_\_ day of \_\_\_\_\_ 2021 in Calamba City, Laguna, Philippines.

**EXEQUIEL A. AGUILAR, JR.**  
General Manager A  
Calamba Water District

SUBSCRIBED AND SWORN TO before me this \_\_\_\_\_ day of DEC 03 2021 in Calamba City, Laguna, Philippines with affiant exhibiting to me his (government id) issued on \_\_\_\_\_ at \_\_\_\_\_.

**ATTY. NOLAN V. OLOROSO**

NO. \_\_\_\_\_  
NOTARY PUBLIC

M.E. MORALES BUS. CENTER, J. P. RIZAL ST., CALAMBA CITY, LAGUNA  
NOT COMM. NO. 08-2020-C UNTIL DECEMBER 31, 2021  
FOR CALAMBA CITY, LOS BAÑOS, BAY AND CALAUAN, LAGUNA  
ROLL NO. 30156/IBP NO. 095359 11-20-2019 AT QUEZON CITY  
PTR NO. CC 7397733 01-02-2020 AT CALAMBA CITY  
MCLE COMPLIANCE NO. NL 0011021111212020

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Book No. 401  
Series of 2021