



CERTIFICATION

This is to certify that the Calamba Water District is a compliant to the Citizen's Charter. It is visualized, posted and implemented accordingly as per attached CSC compliance report.

IN WITNESS WHEREOF, we have hereunto fixed our signatures on the **FEB 13 2015** 4th day of February 2015 at Halang, Calamba City, Laguna.

DIR. EMMA B. BARRERA
Field Director -- Laguna

SUBSCRIBED AND SWORN to before me this **FEB 13 2015** 4th day of February 2015 in Calamba City, Laguna, Philippines, with affiant exhibiting to me his Company ID No. 120847 issued on 1982 at Quezon City, Philippines.

ATTY. NOLAN V. OLOROSO

NOTARY PUBLIC

UNTIL DECEMBER 31, 2015

NOT COMM. NO. 15-2014-C

ROLL NO. 30156 / IBP NO. 971422

PTR CC 5552109 01-05-2015

CALAMBA CITY TIN: 100-929-510

MCLE COMPLIANCE NO. IV-0010494

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CITIZEN'S CHARTER VALIDATION REPORT

Agency Name : CALAMBA WATER DISTRICT
Location : Lakeview Subdivision, Halang, Calamba City
Date of Validation : January 30, 2015

Citizen's Charter Compliance	Yes	No	Remarks*
1. The Service Standards known as Citizen's Charter enumerating the following was established			
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 the 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 published, written in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).	✓		English
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.	✓		

* Remarks: if no, please state deficiencies and reason for non-compliance

6. The Citizen's Charter was first published on (2010) and underwent review and revision on () as required under Section 4, Rule IV of the IRR.

7. The Citizen's Charter already shows the improvements (minimum of three; please specify in the table below) that resulted from the process review of frontline service delivery, specifically: (indicate process improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.)

Frontline Service	Process Improvements	Remarks
New Connection	"one stop shop"	
Collection of Water Bill	Thru Banks and BayadCenter	
Complaints	Text Blasting	

The above agency is:

- ☒ Compliant with the CC requirements
☐ Non-compliant with CC requirements

Attested by:


GILDA C. AMPO-AN
Administrative Officer V