



Republic of the Philippines
CARMONA WATER DISTRICT

(LWUA CCC No. 561)

Blk. 8, Lot 8, Joy St., Cityland Subdivision, Brgy. Mabuhay, Carmona, Cavite
Tel. No. (046) 430-0832 loc. 101-112, Fax No. (046) 430-1705
Email Add: carmonawd@yahoo.com

July 19, 2018

AO 25 SECRETARIAT


DAP Building, San Miguel Avenue
Ortigas Center, Pasig City

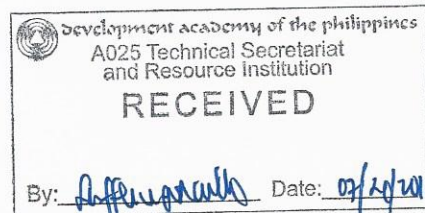
Dear Sir/Madam,

Submitted herewith is Certification of Compliance in line with CSC MC No. 09, s. 2018 (Validation Guidelines on Citizen's Charter Compliance for the 2018 Performance Based-Bonus).

For your information and reference.

Very truly yours,


ENGR. ANILINE B. FRANCIA
General Manager B





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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, **ANILINE B. FRANCIA**, Filipino, of legal age, *General Manager B* of the *Carmona 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 Carmona Water District 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. Procedures for filing complaints
- 2) The Citizen's Charter is posted as information billboards in service office of Carmona Water District 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 the said service office.
- 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 Character.
- 7) The Citizen's Character shows the process improvements, specially on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:



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Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Feedback and Redress Mechanism	Functional Feedback and Redress Mechanism	Posting of tarpaulin (Feedback mechanism) at Cashiering / Customer Service Office and active social media accounts	Open up communication between the agency and its concessionaires. Prompt response to complaints, requests and inquiries.

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

IN WITNESS HEREOF, I have hereunto set my hand this 11th of July, 2018 in Carmona, Cavite, Philippines.

Ariline B. Francia
General Manager B
Carmona Water District

SUBSCRIBED AND SWORN to before me this 11th of July 2018 in Carmona, Cavite, Philippines with affiant exhibiting to me his/her Driver's License issued on September 18, 2015 at San Pablo City, Laguna. Exp: 8-24-2018 DL: D14-00-107767

NOTARY PUBLIC

Atty. **FREDERICK S. LEVARDO**
NOTARY PUBLIC Until December 31, 2018
P.T.R. No. 9948174/01-03-2018/Cavite
I.B.P. No. 020018/01-03-2018/Cavite
MCLE Compliance No. V-0010210
Roll of Attorney's No. 53706
No. 328 San Jose St., Carmona, Cavite

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