



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

CERTIFICATE 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 Thereof

I, **ANILINE B. FRANCIA**, Filipino, of legal age, **General Manager** 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. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices 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 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:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Feedback and Redress Mechanism	Updating the contact numbers and Facebook Page Link	Posting of the updated Feedback and Redress Mechanism information billboard	Timely communication with the concessionaires
Request for Water Meter Testing	Changing "Request for Water Meter Testing"	Updating the posted information billboard	Avoidance of confusion and



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	to "Request for Water Meter Calibration"	of the Citizen's Charter	redundancy
Processing of Water Service Application	Additional other documents required if necessary	Authorization letter from the owner of the Existing Service Connection where the new service connection will be tapped	Approval of new service application where in the new service connection will be tapped to the existing water distribution line
Processing of Water Service Application	Service Application Fee	Clearly stating the amount of payment for the service application fee and amount of water meter	Clearly identified the fee to be paid by the applicants
Processing of Water Service Application	Site Inspection	The duration for the inspection of Stub Out is reduce from 15 minutes to 10 minutes	Reduced the turnaround time
Processing of Water Service Application	Installation of New Service Connection	The duration for the installation of new service connection is extended from 5 days to 5-7 days	Maximized allowable time in Ease of Doing Business for Complex Transaction
Processing of Water Service Application	Installation of New Service Connection	The duration for the Box-type service connection is extended from 1 hour and 30 minutes to 2 hours	Reflected actual duration of the activity under normal circumstances
Processing of Payments for Water Bill	Payment without water bill	Stating that if water bills is not available, exact account number / name can be used	Processed water bill payment even if there's no water bill
Processing of Payments for Water Bill	Payment without water bill	The duration for the payment for water bill is extended from 2 minutes to 4 minutes	The duration is extended as the concessionaire must first go to Customer Service to ask for the amount of bill
Processing of Payments for Water Bill	Inclusion of payment partners	Stating the payment partners of CWD such as Meralco Bayad Center, M Lhuiller, and SM Bills Payment Center	Convenience of concessionaires to pay their water bills without going to CWD Office
Attending to Service Request	Changing "Pay the relocation / transfer fee" to "Pay the applicable fee"	Clearly stating the step 4 process, about fees, in Attending to Service Request	Avoidance of confusion
Attending to Service	Extending the	The duration for the	CWD have its own Test



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Request	duration of "Transfer of meter" activity	transfer of meter is extended from 1 day to 1-4 days	Bench (Water Meter Accuracy Testing) Machine, the duration of the said activity is extended as we do the actual testing
Attending to Service Request	Reducing the duration of "Repair of Leak" activity	The duration for the transfer of meter is reduced from 1-4 days to 1-2 days	Reduced turnaround time
Attending to Service Request	Extending the duration of "Change meter" activity	The duration for the change meter is extended from 1-2 days to 1-4 days	CWD have its own Test Bench (Water Meter Accuracy Testing) Machine, the duration of the said activity is extended as we first test the meter
Request for Water Meter Calibration	Water Meter Calibration is conducted for non-concessionaire	Changing the terms in the Request for Water Meter Calibration from "water meter testing" to "water meter calibration"	Distinguished water meter testing for concessionaire and non-concessionaire
Issuance of Statement of Account	Requirement	Stating that if water bills is not available, exact account number / name can be used	Processed issuance of statement of account without water bill
Request for Voluntary Disconnection	Requirement	Stating that if water bills is not available, exact account number / name can be used	Processed request for voluntary disconnection without water bill
Request for Reconnection	Fees	In connection with the Illegal Connection Policy, the fee for reconnection from the date of disconnection is change to Php 150.00; and inclusion of 3 years above disconnected accounts will no longer reconnected but for reapplication	Increased collection efficiency of the CWD as per the COA Audit Observation
Request for Change Name/Address	Additional Requirement	Stating that "any proof of ownership / other validation (if necessary), if the customer service is	Confirmation of the identity of the requestor



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		not satisfied with the submitted documents	
Customer Services Feedback Form	Updating the forms in the Annexes of Citizen's Charter	Using of the updated forms in the processes	Compliance with the ISO 9001:2015 Customer Service procedure
Service Application and Construction Order (SACO) Form	Updating the forms in the Annexes of Citizen's Charter	Using of the updated forms in the processes	Compliance with the ISO 9001:2015 Customer Service procedure
Service Request Form	Updating the forms in the Annexes of Citizen's Charter	Using of the updated forms in the processes	Compliance with the ISO 9001:2015 Customer Service procedure

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 4th of December 2019 in Carmona, Cavite, Philippines.


ENGR. ANILINE B. FRANCIA
General Manager B
Carmona Water District
TEL: 111-727-451

DEC 04 2019

SUBSCRIBED AND SWORN to before me this ____ of _____ in Carmona, Cavite Philippines, with affiant exhibiting to me her Company ID issued on November 9, 2015 at Carmona, Cavite.

NOTARY PUBLIC


Atty. FREDERICK S. LEVARDO
NOTARY PUBLIC Until December 31, 2020
P.T.R. No. 0725329/01-04-2019/Cavite
I.B.P. No. 54920(2019)/11-16-2018/Cavite
MCLE Compliance No. VI-0011359/08-17-2018
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