



CALUMPIT WATER DISTRICT

Calumpit, Bulacan

CERTIFICATE OF COMPLIANCE

(Pursuant to Republic Act 11032: 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, **RONNIE B. LARGADO**, Filipino, of legal age, General Manager of the Calumpit 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 Calumpit 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;
 - i. Step-by-step procedure in availing of frontline services;
 - ii. Employee responsible for each step;
 - iii. Time needed to complete the process;
 - iv. Required document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
2. The Citizen's Charter is posted as an information billboard in all offices of the Calumpit Water District that deliver frontline services.
3. The Citizen's Charter is positioned at the right side of the main entrance of the office.
4. The Citizen's Charter is written in English.
5. The Citizen's Charter is uploaded on the agency's website located at the most visible space or area of the website and accessible to the public.
6. The Calumpit Water District 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.

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FRONTLINE SERVICE	PROCESS IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULTS/ BENEFITS
Application for New Service Connection	<ul style="list-style-type: none"> • Filing - 10 mins. • Payment – 10 mins. • Briefing/Contract Signing – 20 mins. • Issuance of Materials – 20 mins. • Installation – 2 to 8 hrs. <p style="text-align: center;">NO NOON BREAK</p>	<ul style="list-style-type: none"> • Simpler, detailed explanations of procedures • Step by step procedures are clearly defined • Time/duration of activity is clearly indicated • Shortened time/duration 	<ul style="list-style-type: none"> • Easy & clear information for concessionaires • Proper orientation of Rules & Regulations • Customer satisfaction
Payment of Water Bill	<ul style="list-style-type: none"> • at CWD Office - 2 to 20 mins. <p style="text-align: center;">NO NOON BREAK</p> <ul style="list-style-type: none"> • at designated barangay hall/pump station/ECPAY merchant partner – 3 to 15 mins. 	<ul style="list-style-type: none"> • Simpler, detailed explanations of procedures • Shortened time/duration • Step by step procedures are clearly defined • Additional payment center 	<ul style="list-style-type: none"> • Fast service • Convenient and easy transaction • Customer satisfaction
Request for Reconnection of Disconnected Water Service	<ul style="list-style-type: none"> • Request/Report – 10 to 20 mins. • Payment of Water Bill/Materials – 5 to 15 mins. • Payment of Fee - 5 to 15 mins. • Reconnection: <ul style="list-style-type: none"> * at Water Meter – 1 to 3 hrs. * at Main Line – 2 to 3 days <p style="text-align: center;">NO NOON BREAK</p>	<ul style="list-style-type: none"> • Simpler, detailed explanations of procedures • Shortened time/duration • Step by step procedures are clearly defined 	<ul style="list-style-type: none"> • Quicker action • Time-saver • Customer satisfaction
Request for Service Maintenance & Repair Leakages	<ul style="list-style-type: none"> • Request/Report – 10 mins. <p style="text-align: center;">NO NOON BREAK</p> <ul style="list-style-type: none"> • Repair & Maintenance: <ul style="list-style-type: none"> * Leaks – within 2 to 24 hrs. * Low/High Pressure – within 4 to 48 hrs. * High/Low Consumption – within 4 to 48 hrs. * Meter Maintenance – within 4 to 48 hrs. * Transfer of Tapping Point – within 12 to 60 hrs. * Temporary /Permanent Disconnection – within 4 to 48 hrs. 	<ul style="list-style-type: none"> • Simpler, detailed explanations of procedures • Step by step procedures are clearly defined • Time/duration of activity is clearly indicated 	<ul style="list-style-type: none"> • Quicker action • Customer satisfaction
OTHER SERVICES ARE INDICATED IN THE CWD CITIZEN'S CHARTER			

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