

CALUMPIT WATER DISTRICT

Calumpit, Bulacan

CERTIFICATE OF COMPLIANCE

Year: 2021

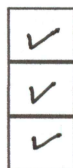
(Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes)

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** including its five (5) departments has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2021, 1st Edition

- 2) The following required forms for posting of the Citizen's Charter are present:



Citizen's Charter Information billboard

(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)

Citizen's Charter Handbook

(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)

Official Website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information.

- a. Mandate, vision, mission and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.

"CWD... Patuloy sa Serbisyo Publiko"

