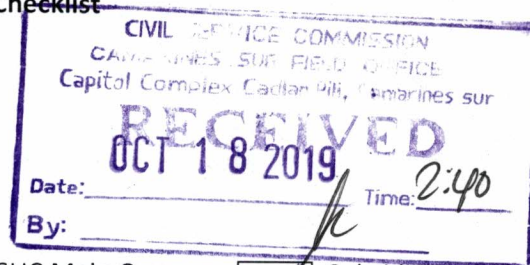


Citizen's Charter Validation/ARTA Watch Checklist

Name of Agency **BAAO WATER DISTRICT**
 Location *La Medalla, Baa, Camarines Sur*
 Date of Validation October 18, 2019



Branch
 Regional Office Attached Agency SUC Main Campus Subsidiary
 Service Office Satellite Office SUC other campus

Sector NGA GOCC LWD SUC

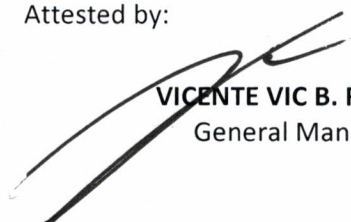
Instructions: Mark with / if Yes, x if NO. Provide details if necessary.

	ART A WATCH / CITIZEN'S CHARTER VALIDATION	Yes	No	Remarks
ARTA Watch/CC Validation	1. Vision and Mission of the Agency	✓		
	2. List of Frontline Services	✓		
	3. Citizen's Charter Shows Standard for each service offices			
	> Step-by-step procedure	✓		
	> Officer/ Employee responsible for each step	✓		
	> Time needed to complete the procedure	✓		
	> Amount of fees (if necessary)	✓		
	> Required documents	✓		
	> Procedure of filing complaints	✓		
ARTA Watch	>Feedback mechanism	✓		
CC Validation	4. Posting of CC as information material at the main entrance or at the most conspicuous place at the agency service office (check which ever is applicable)			
	4.1 The posted CC contains ALL frontline services offered by the agency / service office (if frontline service units are located in one building)	✓		
	4.2 CC is posted in ALL frontline service units/ offices (if frontline service units are located in separate buildings)	✓		
	5. CC is published, written in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure)	✓		
	6. CC uploaded in the agency's website and accessible to the public.	✓		
ARTA Watch	7. Presence of Anti-Fixer Poster	✓		
	8. Presence of Fixer			
	9. PACD Installed	✓		
	10. PACD manned	✓		
	11. Presence of No Noon Break poster	✓		
	13. Presence of Courtesy Lanes for elderly, differently abled and pregnant women	✓		
	14. Presence of CCB Posters	✓		
	15. Presence of Smoke Free Posters	✓		
	16. Presence of designated smoking areas	✓		
	17. Presence of smokers in the building			

For CC Validation only (compliance to items 1 to 6)

Agency is Compliant
 Agency is Non-compliant

Attested by:


VICENTE VIC B. ROBOSA
 General Manager



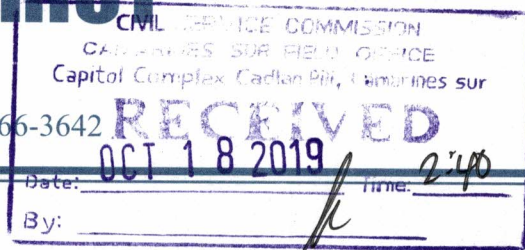
BAAO WATER DISTRICT

Baao, Camarines Sur

CCC - 313

Tel. No. (054) 266-3161

Telefax (054) 266-3642



CERTIFICATE OF COMPLIANCE

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, **VICENTE VIC B. ROBOSA**, Filipino, of legal age, General Manager of the Baao 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 *BAAO 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. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. 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 through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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 r in English and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the office.

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 WHEREOF, I have hereunto set my hand this 18th day of October, 2019, Baao, Camarines Sur, Philippines.

VICENTE VIC B. ROBOSA
General Manager C

SUBSCRIBED AND SWORN to before me this 18th day of October 2019 at Baao, Camarines Sur, Philippines, with affiant exhibiting to me his driver's license issued on November 17, 2016 at Naga City.

TIN: 125-556-671

Doc. No. 198
Page No. 41
Book No. 07
Series of 2019

ATTY. DENNIS L. GRANADILLOS
Notary Public until December 31, 2019
ADM. MATTER No. IR-144
Roll No. 66360

PTR No. 2754698, 01/03/2019, Iriga City
IBP O.R. No. 062488, 01/04/2019, Camarines Sur
MCLE Compliance No. VI-0003376, 10/12/2017
Ground Floor, Tibi Bldg., San Miguel, Iriga City



Republic of the Philippines

BAAO WATER DISTRICT

Baao, Camarines Sur

CCC - 313

Tel. No. (054) 266-3161

Telefax (054) 266-3642

18 October 2019

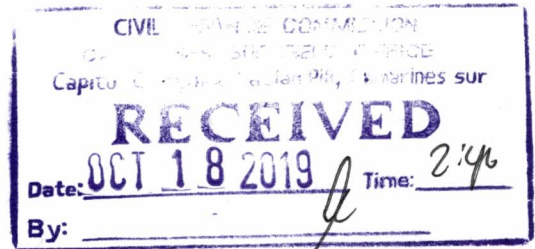
DIR. MA. DOLORES DETERA-SALUD

Director II

Civil Service Commission

Camarines Sur Field Office

Pili, Camarines Sur



Dear Dir. Salud;

Greetings from Baao Water District!!!

May we respectfully forward to your office copy of the following 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

1. Revised Citizen's Charter (hard and soft copy)
2. Certificate of Compliance
3. Citizen's Charter Validation/ARTA Watch Checklist

Thank you very much.

Respectfully,

Vicente Vic B. Robosa
General Manager C