



Republic of the Philippines
METRO SAN FERNANDO WATER DISTRICT (LA UNION)
Contract Monitoring Office (CMO)

3/F Admin. Bldg., Quezon Avenue, City of San Fernando, La Union 2500
Telefax No. (072) 700-3554

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, *Eric F. Carpina*, Filipino, of legal age, OIC-General Manager of the *Metro San Fernando Water District (La Union)*, Contract Monitoring Office (CMO), 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 *Metro San Fernando Water District (La Union)*, Contract Monitoring Office (CMO) 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 all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect 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 respective offices.

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 29 of *March*, 2022 in the City of San Fernando, La Union, Philippines.

Engr. Eric F. Carpina
OIC-General Manager
Metro San Fernando Water District (La Union)

SUBSCRIBED AND SWORN to before me this 29 of *March*, 2022 in the *City of San Fernando, La Union*, Philippines, with affiant exhibiting to me his (government-issued ID) issued on (date of issuance) at (place of issuance).

NOTARY PUBLIC/ ADMINISTERING OFFICER

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Series of ____



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VISION

An effectively managed water utility authority in Northern Luzon by 2025

MISSION

To provide timely, effective and reasonable policies, rules and regulations to ensure that the CY 2025 targets under the Joint Venture Agreement will be achieved;

To develop a mutually-beneficial relationship that would pursue the objectives of the public-private partnership

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: METRO SAN FERNANDO WATER DISTRICT (LU)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON _____: [] Yes [] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends

¹ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: <u>Complaints Handling Procedure (For Walk-in Clients)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Walk-in Complaints		1. Complainant secures the Complainant Follow Up Form (Form) from the Public Assistance and Complaint Desk (PACD) on Duty or Guard on Duty 2. Complainant fills out Form and submits supporting documents, if any. 3. Complainant reply to queries, if any. 4. Complainant is informed of the complaint's resolution. If the problem can be resolved at the level of the PACD on Duty, he/she marks the complaint as 'case closed'.		23 minutes	None

³Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE⁴

GOVERNMENT SERVICE: <u>Complaints Handling Procedure (For Phone-in Complaints)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Phone-in & other forms of communication		1. Complainant submits complaint through phone (mobile or landline) and/or social media. 2. Complainant reply to queries, if any. 3. Complainant is informed of the complaint's resolution.		48 minutes	None

⁴Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service



COMPLAINTS HANDLING PROCEDURE (FOR WALK-IN CLIENTS)

About the service: The service is part of the client-satisfaction system of the CMO to instill courteous and efficient in handling complaint of our customers.

Requirements:

1. MSFWD Complainant Follow Up Form duly accomplished and signed by the complainant.
2. Documents, evidence, facts, testimony, and information supporting the complaint.

Fees: None

Schedule of Availability of Service: 3/F MSFWD-CMO from Monday to Friday (except holidays) 8:00 A.M. to 5:00 P.M.

STEP	CLIENT ACTIVITY	MSFWD-CMO ACTIVITY	STANDARD TIME	PERSON RESPONSIBLE
1	Complainant secures the Complainant Follow Up Form (Form) from the Public Assistance and Complaint Desk (PACD) on Duty or Guard on Duty	Provide complainant with the Complainant Follow Up Record.		Public Assistance and Complaint Desk (PACD) on duty or Guard on duty
COMPLAINT RESOLVED BY THE PACD				
2	Complainant fills out Form and submits supporting documents, if any.	PACD on Duty acknowledges the submission of the Form and supporting documents	at least 3 minutes	PACD on duty
3	Complainant reply to queries, if any.	PACD on Duty interviews the complainant and fills out parts of the Form.	at least 10 minutes	PACD on duty
4		PACD on Duty briefs the complainant on the procedures to be undertaken by the Office and the time frame involved. Provide reply to simple queries.	at least 5 minutes	PACD on duty
5	Complainant is informed of the complaint's resolution.	If the problem can be resolved at the level of the PACD on Duty, he/she marks the complaint as 'case closed'.	at least 5 minutes	PACD on duty
COMPLAINT RESOLVED BY THE CRU				
6	Complainant is informed on the elevation of the case to the CRU; complainant answers queries from the CRU staff.	PACD on duty together with the complainant forwards the Form to the Commercial Regulation Unit (CRU) for complex queries or concerns.	at least 2 minutes	PACD on duty
7		CRU receives the accomplished Form		CRU staff
8	Complainant answers queries from the CRU staff. Complainant is informed of the complaint's resolution or the procedure of the investigation until the next phases of the Complaint Procedure.	CRU staff discusses complaint with PACD on Duty and complainant including the time frame for the conduct of investigation. If the problem can be resolved at the level of the CRU, he/she marks the complaint as 'case closed'.	at least 15 minutes	CRU staff and PACD on duty
COMPLAINT RESOLVED THROUGH RECONCILIATION				
9		CRU conducts the investigation.	at least 24 hours	CRU Staff
10		CRU finalizes Form.	at least 4 hours	CRU Staff
11		Organize a meeting with the Complainant and parties involved.	at least 2 hours.	CRU Staff

12	Complainant attends meeting with the MSFWD staff. Complainant is informed of the complainant's resolution.	CSR describes the outcome of complaint investigation based on the actions taken by PWMSF and reasons of no immediate resolution of the complaint or request to the complainant. If the complainant is satisfied with the resolution of the case, CRU the complaint as 'case closed'.	at least 1 hour	CRU Staff
	Complainant is informed of the Conciliation Procedure.	If the complainant is not satisfied, CRU schedules a conciliation meeting with PWMSF and/or parties involved.	at least 1 hour	CRU Staff
	Complainant attends and participates in the conciliation meeting.	CRU and the Official Legal Counsel conducts conciliation meeting with parties involved. Prepares the conciliation form with the statement or agreements reached and have it signed by all parties involved.	at least 2 hours	CRU Staff and MSFWD Official Legal Counsel
	Complainant is informed of the contents of the conciliation form and the statement or agreements reached. S/he signs the conciliation form if s/he is satisfied with the result of the conciliation.	CRU prepares the conciliation form with the statement or agreements reached and have it signed by all parties involved.	at least 2 hours	CRU Staff and MSFWD Official Legal Counsel
COMPLAINT RESOLVED BY THE GM				
	Complainant is informed of the complainant's elevation to the GM.	If no settlement was reached, CRU endorses the complaint to the General Manager for appropriate action.	at least 5 minutes	CRU Staff and OIC-GM
	Complainant receives and/or is informed of the decision.	GM evaluates the complaint and takes action to address the complaint; informs the complainant on the decision.	at least 4 hours	OIC-GM
COMPLAINT THAT IS BEYOND THE JURISDICTION OF MSFWD				
	Complainant elevates the complaint to appropriate entities.	If the complainant is not satisfied with the decision of the GM, the GM endorses the case to appropriate entities.	at least 4 hours	CRU Staff and OIC-GM

NB:

Standard time indicated does not include waiting time.



COMPLAINTS HANDLING PROCEDURE (FOR PHONE-IN COMPLAINTS)

About the service: The service is part of the client-satisfaction system of the CMO to instill courteous and efficient in handling complaint of our customers.

Requirements:

1. MSFWD Complainant Follow Up Form duly accomplished and signed by the complainant.
2. Documents, evidence, facts, testimony, and information supporting the complaint.

Fees: None

Schedule of Availability of Service: 3/F MSFWD-CMO from Monday to Friday (except holidays) 8:00 A.M. to 5:00 P.M.

STEP	CLIENT ACTIVITY	MSFWD-CMO ACTIVITY	STANDARD TIME	PERSON RESPONSIBLE
COMPLAINT RESOLVED BY THE PACD				
1	Complainant submits complaint through phone (mobile or landline) and/or social media.	PACD on Duty acknowledges the submission of the complaint.	at least 1 minute	Public Assistance and Complaint Desk (PACD) on duty or Guard on duty
2	Complainant reply to queries, if any.	PACD on Duty interviews the complainant and fills out parts of the Form.	at least 10 minutes	PACD on duty
3		PACD on Duty briefs the complainant on the procedures to be undertaken by the Office and the time frame involved. Provide reply to simple queries.	at least 10 minutes	PACD on duty
4	Complainant is informed of the complaint's resolution.	If the problem can be resolved at the level of the PACD on Duty, he/she finalizes the form and marks the complaint as 'case closed'.	at least 5 minutes	PACD on duty
5		PACD submit accomplished form to CRU.	at least 1 minute	PACD on duty and CRU staff
6		CRU reviews complaint form.	at least 5 minutes	CRU staff
7		If the review finds the handling of the complaint properly accomplished, CRU informs the GM on the details of the case.	at least 15 minutes	CRU staff and GM
8		If the GM finds the complaint properly handled, CRU files the complaint form.	at least 1 minute	CRU staff and GM
COMPLAINT RESOLVED BY THE CRU				
6	Complainant is informed on the elevation of the case to the CRU; complainant answers queries from the CRU staff.	If the complainant is not satisfied with the PACD's handling of the complaint, the Form is forwarded to the Commercial Regulation Unit (CRU) for complex queries or concerns.	at least 2 minutes	CRU staff
7		CRU receives the accomplished Form		CRU staff
8	Complainant answers queries from the CRU staff. Complainant is informed of the complaint's resolution or the procedure of the investigation until the next phases of the Complaint Procedure.	CRU staff discusses complaint with the complainant including the time frame for the conduct of investigation. If the problem can be resolved at the level of the CRU, he/she marks the complaint as 'case closed'.	at least 15 minutes	CRU staff
COMPLAINT RESOLVED THROUGH RECONCILIATION				
9	Complainant is informed on the investigation of the case and subsequent procedures.	CRU conducts the investigation.	at least 24 hours	CRU staff and PWMSF and/or parties involved.
10		CRU finalizes Form.	at least 4 hours	CRU Staff

11		Organize a meeting with the Complainant and parties involved.	at least 2 hours	CRU Staff
12	Complainant attends meeting with the MSFWD staff. Complainant is informed of the complaint's resolution.	CSR describes the outcome of complaint investigation based on the actions taken by PWMSF and reasons of no immediate resolution of the complaint or request to the complainant. If the complainant is satisfied with the resolution of the case, CRU the complaint as 'case closed'.	at least 1 hour	CRU staff and PWMSF and/or parties involved.
	Complainant is informed of the Conciliation Procedure.	If the complainant is not satisfied, CRU schedules a conciliation meeting with PWMSF and/or parties involved.	at least 1 hour	CRU staff
	Complainant attends and participates in the conciliation meeting.	CRU and the Official Legal Counsel conducts conciliation meeting with parties involved. Prepares the conciliation form with the statement or agreements reached and have it signed by all parties involved.	At least 2 hours	CRU staff, CRU Staff and MSFWD Official Legal Counsel, and PWMSF and/or parties involved
	Complainant is informed of the contents of the conciliation form and the statement or agreements reached. S/he signs the conciliation form if s/he is satisfied with the result of the conciliation.	CRU prepares the conciliation form with the statement or agreements reached and have it signed by all parties involved.	At least 2 hours	CRU staff, CRU Staff and MSFWD Official Legal Counsel, and PWMSF and/or parties involved
COMPLAINT RESOLVED BY THE GM				
	Complainant is informed of the complaint's elevation to the GM.	If no settlement was reached, CRU endorses the complaint to the General Manager for appropriate action.	at least 5 minutes	CRU Staff and OIC-GM
	Complainant receives and/or is informed of the decision.	GM evaluates the complaint and takes action to address the complaint; informs the complainant on the decision.	at least 4 hours	OIC-GM
COMPLAINT THAT IS BEYOND THE JURISDICTION OF MSFWD				
	Complainant elevates the complaint to appropriate entities.	If the complainant is not satisfied with the decision of the GM, the GM endorses the case to appropriate entities.	at least 4 hours	CRU Staff and OIC-GM

NB:

Standard time indicated does not include waiting time.