



**CERTIFICATE OF COMPLIANCE**

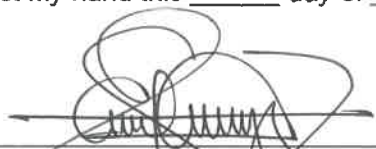
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

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 \_\_\_\_\_ day of \_\_\_\_\_, 2024 in the City of San Fernando, La Union, Philippines.

  
 \_\_\_\_\_  
**ERIC F. CARPINA**  
 OIC-General Manager  
 Metro San Fernando Water District (La Union)

**SUBSCRIBED AND SWORN** to before me this APR 12 2024 day of \_\_\_\_\_, 2024 in the City of San Fernando, La Union, Philippines, with affiant exhibiting to me his \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

Doc. No. 47  
Page No. 70  
Book No. XXXI  
Series of 2024

  
**AURORA S. SANGLAY**  
**NOTARY PUBLIC**  
 COMMISSION NO. 123-2023  
**UNTIL DECEMBER 31, 2025**  
 RTR NO. 2411301 1/2/24  
**2/F METRO (LU) BLDG. QUEZON AVE.,**  
**SAN FERNANDO CITY, LA UNION**



**Annex "A"**

**Zero Backlog Program**

<b>Department/Agency</b>	<i>Metro San Fernando Water District (La Union)</i>
<b>Program Title/Name</b>	<i>Metro San Fernando Water District (La Union) Citizen's Charter</i>
<b>Program Objective</b>	<i>To standardize and streamline MSFWD (La Union) services to its internal and external clients</i>
<b>Target Output</b>	<i>Simplified MSFWD (La Union) service process in accordance with RA 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018</i>
<b>Date Implemented</b>	<i>CY 2023</i>
<b>Implementing office</b>	<ul style="list-style-type: none"> <li>• <i>Commercial Unit</i></li> <li>• <i>Technical Unit</i></li> <li>• <i>Finance Unit</i></li> <li>• <i>Administrative Unit</i></li> </ul>

<b>Program Description</b>
<i>MSFWD (La Union) External Services and Internal Services</i>

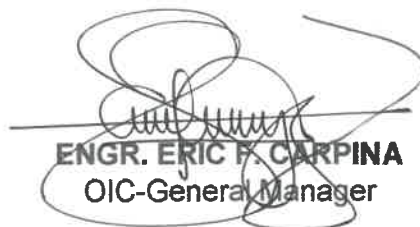
<b>Matrix of Services</b>				
Name of service	Classification of Service	Processing Time indicated in the Citizen's Charter	Fees Applied	Responsible Person
<b>EXTERNAL SERVICES</b>				
<b>Commercial Unit</b>				
1. <b>Complaints Handling Procedure (For Walk-in Clients)</b>	Simple	45 Hours & 30 Minutes	None	Customer Service Assistant Distribution Division Manager OIC-General Manager
2. <b>Complaints Handling Procedure (For Phone-In Complaints)</b>	Simple	73 Hours & 50 Minutes	None	Customer Service Assistant Distribution Division Manager OIC-General Manager
<b>Technical Unit</b>				
1. <b>Complaints Regarding PWIC Contractors Unsatisfactory/ Poor Workmanship</b>	Highly Technical	3 Days	None	Customer Service Assistant Production Division Manager
<b>Finance Unit</b>				
1. <b>Collection and Issuance of Official Receipts to Clients</b>	Simple	5 Minutes	None	Cashier/CAA
2. <b>Disbursement and Release of Checks</b>	Simple	1 Day & 10 Minutes	None	Cashier/CAA
<b>Administrative Unit</b>				
1. <b>Assistance to On-the-Job Training (OJT) Students</b>	Simple	9 Days	None	HRO Designate
2. <b>Issuance of Certificate of Appearance</b>	Simple	20 Minutes	None	HRO Designate
3. <b>Issuance of Certificate of</b>	Simple	3 Days	None	HRO Designate



Employment/Service Record				
4. Receiving of Incoming Documents	Simple	4 Days & 1 Hour	None	PACDO Administrative Division Manager OIC- General Manager
<b>INTERNAL SERVICES</b>				
<b>Finance Unit</b>				
1. Release and Liquidation of Cash Advances	Simple	1 Day & 33 Minutes	None	ICO Budget Officer Finance Officer Administrative Division Manager Disbursing Officer OIC- General Manager
2. Petty Cash Fund Transactions	Simple	2 Days & 51 Minutes	None	Immediate Supervisor OIC- General Manager Administrative Division Manager Cashier Requestor
<b>Administrative Unit</b>				
1. Request for Reimbursements of Expenses	Simple	1 Day & 1 Hour	None	Administrative Division Manager
2. Request for Archived Documents	Simple	1 Day & 1 Hour	None	Administrative Division Manager
3. Application for Leave	Simple	3 Days	None	HRO Designate Administrative Division Manager OIC- General Manager
4. Application for Monetization of Leave Credits	Simple	22 Days, 8 Hours & 3 Minutes	None	HRO Designate Administrative Division Manager OIC- General Manager Finance Officer

**Implementation Results**

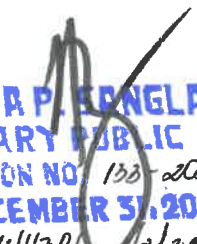
*Implementation Results shows that services provided to both internal and external clients after the standardization and streamlining of MSFWD (La Union) Processes shortened the processing time which resulted to zero (0) backlog.*

  
**ENGR. ERIC F. CARPINA**  
 OIC-General Manager

SUBSCRIBED and SWORD before this APR 12 2024 day of \_\_\_\_\_, 2024 at the City of San Fernando, La Union, Philippines, with affiant exhibiting to me his \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

**NOTARY PUBLIC**

Doc. No.: 45  
 Page No.: 9  
 Book No.: XXXV/1  
 Series of 2024

  
**AURORA P. LANGLAY**  
**NOTARY PUBLIC**  
 COMMISSION NO. 133-2023  
 UNTIL DECEMBER 31, 2025  
 PIR NO. 24/301-2/24  
**2/F MSFWD (LU) BLDG. QUEZON AVE.,**  
**SAN FERNANDO CITY, LA UNION**



**Annex "C"**

**Zero Backlog Certification**

**ZERO BACKLOG CERTIFICATION**

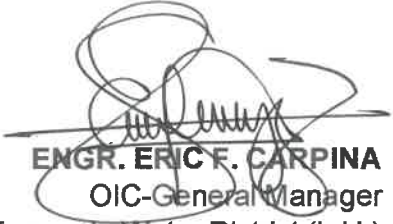
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes*

I, **ENGR. ERIC F. CARPINA**, Filipino, of legal age, **OIC-GENERAL MANAGER**, of the **METRO SAN FERNANDO WATER DISTRICT (La Union) (MSFWD La Union)** the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, 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) (MSFWD La Union)** adheres to the responsibility to render fast, efficient, convenient, reliable service.
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the **MSFWD (La Union) Citizen's Charter**.
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period **January 2024 to March 2024**.


**IN WITNESS THEREOF**, I have hereunto set my hand this \_\_\_\_\_ of \_\_\_\_\_, 2024 in City of San Fernando, La Uion, Philippines.

  
**ENGR. ERIC F. CARPINA**  
 OIC-General Manager  
 Metro San Fernando Water District (L.U.)

SUBSCRIBED and SWORD before this **APR 12 2024** day of \_\_\_\_\_, 2024 at the City of San Fernando, La Union, Philippines, with affiant exhibiting to me his \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

**NOTARY PUBLIC**

Doc. No.: 46  
 Page No.: 10  
 Book No.: XV/11  
 Series of 2024

  
**AURORA SANGLAY**  
 NOTARY PUBLIC  
 COMMISSION NO. 133-2023  
 UNTIL DECEMBER 31, 2025  
 PTR NO. 241101 1/2/24  
**2/F MSFWD (LU) BLDG. QUEZON AVE.,**  
**SAN FERNANDO CITY, LA UNION**



**EXCERPT FROM THE MINUTES OF THE 8<sup>TH</sup> REGULAR MEETING OF THE BOARD OF DIRECTORS OF THE METRO SAN FERNANDO WATER DISTRICT (LA UNION) - CONTRACT MONITORING OFFICE (CMO) FOR CY 2023, DULY HELD ON July 13, 2023, @ 9:30 A.M. AT THE CMO CONFERENCE ROOM, 3F, MSFWD ADMINISTRATION BUILDING, QUEZON AVENUE, SEVILLA, CITY OF SAN FERNANDO, LA UNION.**

**BOARD RESOLUTION NO. 07-315  
Series of 2023**

**RESOLUTION APPROVING THE COMPOSITION OF THE COMMITTEE ON ANTI-RED TAPE OF METRO SAN FERNANDO WATER DISTRICT (LA UNION)**

WHEREAS, the Metro San Fernando Water District (La Union)-CMO through OIC-GM Eric F. Carpina presented to the Board the recommendation for the composition of the Committee on Anti-Red Tape (CART) of MSFWD (LU) for approval;

WHEREAS, Management explained that in compliance with Republic Act (RA) 11032 or the "Ease of Doing Business and Efficient Service Delivery Act of 2018", and as required by the Anti-Red Tape Authority (ARTA), the creation of the Committee on Anti-Red Tape (CART) is necessary for submission to the ARTA Office, hence, the request for approval of the composition of the Committee;

WHEREAS, Management informed that the Committee shall be tasked to ensure that the agency will comply with the provisions of RA 11032, its Implementing Rules and Regulation (IRR), and with the subsequent issuances by ARTA and its creation is mandated under Section 1 of the law's IRR, which states that each agency shall designate a unit to streamline and re-engineer systems and procedures. The CART will also be responsible for periodically reviewing the agency's Citizen's Charter and ensuring that the agency strictly complies with the 3-7-20 prescribed processing time for transactions and the zero-contact policy;

WHEREAS, to carry out and implement the above functions, Management recommended the following personnel as members of the Committee on Anti-Red Tape (CART) of MSFWD (LU), to wit;

Chairperson: Engr. Eric F. Carpina  
Vice Chairperson: Engr. Benjamin Q. Galvan, Jr.  
Members (minimum of 5):  
Noemi Fatima A. Tadifa  
Engr. Arturo N. Rimando  
Mary Jane G. Florendo  
Lovie A. Jadormeo  
Valdimir A. Vega  
Secretariat: Beverly C. Turalba

WHEREAS, after due deliberation and upon finding the recommendation in order, the Board agreed to approve the recommended composition of the Committee on Anti-Red Tape (CART) of MSFWD (LU) for a period of one (1) year effective upon approval;

NOW, THEREFORE, for and in consideration of the above premises, on motion duly moved and seconded ...


THE BOARD OF DIRECTORS OF METRO SAN FERNANDO WATER DISTRICT (LA UNION) IN A MEETING DULY HELD AND ASSEMBLED;

RESOLVED, as it is hereby RESOLVED, to approve the recommended composition of the Committee on Anti-Red Tape (CART) of MSFWD (LU) for a period of one (1) year effective upon approval, copy of the recommendation is hereto attached as Annex “A”;

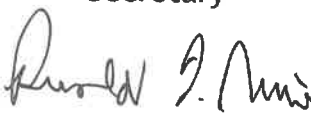
RESOLVED FURTHER, that the members of the Committee on Anti-Red Tape (CART) of MSFWD (LU) shall perform their functions herein stated as recommended;

RESOLVED FINALLY, to forward this resolution to OIC-GM Eric F. Carpina for his information and necessary action.

UNANIMOUSLY APPROVED.  
City of San Fernando, La Union, July 13, 2023.

  
**MAGDALENA R. JAPSON**  
Secretary

  
**MYLA F. FERNANDEZ**  
Assistant Secretary

  
**REYNALDO Q. NISCE**  
Treasurer

  
**RUTH-JO A. DE GUZMAN**  
Vice Chairman

  
**RONALD S. DY**  
Chairman