



**CERTIFICATION 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, **JUAN T. CASTRO**, Filipino, of legal age, GENERAL MANAGER of the BINMALEY WATER DISTRICT, the person responsible and accountable in ensuring compliance with Section 6 of Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify to the following facts:

1. The BINMALEY 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;
    - iv. Maximum time needed to conclude the process;
    - v. Document/s to be presented by the applicant or requesting party, if necessary;
    - vi. Amount of fees, if necessary; and
  - c. Procedure for filing complaints
2. The Citizen's Charter is posted as an information billboard through posters, tarpaulin, fliers, or any other readable materials that could easily understood by the public.
3. The Citizen's Charter is posted at the main entrance of the office and at the most conspicuous place of all the service offices.
4. The Citizen's Charter is written 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 respective division.

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 HEREOF, I have hereunto set my hand this 24 NOV 2020 day of NOVEMBER in DAGUPAN CITY, Philippines.

*Juan T. Castro*  
**JUAN T. CASTRO**  
 General Manager B  
 Binmaley Water District

SUBSCRIBED AND SWORN to before me this 24 NOV 2020 day of NOVEMBER in DAGUPAN CITY, Philippines with affiant exhibiting to me his Voter's ID: VIN 5513-0192A-J2876JTC10000

**ATTY. ANTONIO V. TIONG**  
 Notary Public

Notary Public, Administering Officer  
 Rofl No. 19443 3/10/64 IBP No. 089842 1/4/2020  
 PTR No. 1207625 1/2/2020 TIN No. 160-174-458-000  
 MCLE Exempt No. VI-JMTCr004003 4/15/2022  
 G/F Florencia Galeria Duque Bldg.  
 A.B. Fernandez Ave., Dagupan City

Doc. No. 100  
 Page No. 21  
 Book No. 844  
 Series of 2020



## **CITIZEN/ CLIENT SATISFACTION REPORT**

### **I. Description of the Citizen/ Client Satisfaction Survey**


Knowing the customers' perception and how they feel about the services rendered by Binmaley Water District (BIWAD) is an important step towards achieving customer satisfaction. Feedback from the customers provides the district first hand information/s on what actually takes place and how customers feel towards its product and services. It also gives customers the opportunity to express their satisfaction and/or dissatisfaction over the quality and quantity of the goods and services they received, making them feel acknowledged and valued in the process.

In line with Republic Act No. 9485, otherwise known as "Anti- Red Tape Act of 2007", the Customer Satisfaction/Feedback Survey was developed by BIWAD to gather perceptions on the different areas of customer service and to determine the opinion and satisfaction levels of walk-in customers transacting in the office. Customer Feedback Survey Form is attached to all job/maintenance orders assigned to Water Maintenance Men and request the concessionaire (respondent) to rate BIWAD according to the level of satisfaction on the services rendered to them. Same form is also available in the office and attached to all service requests of walk-in customers received by the assigned Public Assistance & Complaint Desk (PACD) Officer to measure customer satisfaction to all frontline services.

The accomplished CFS forms are collected, tabulated and processed. Results thereof are submitted and forwarded to the Head of the Commercial Division for information and analysis.

### **II. Improvement Action Plan for FY 2020**

For the period January 2020 to November 2020, there were no observations or findings that need improvement. All frontline services rendered by Binmaley Water District were effectively and efficiently complied with in accordance with the district's Citizen's Charter resulting to 100% customer satisfaction. However, BIWAD shall advocate continual improvement to ensure its commitment for an excellent quality service.

  
**JACQUELINE F. TERRADO**  
Division Manager B  
Commercial Division

  
**JUAN T. CASTRO**  
General Manager B



# BINMALEY WATER DISTRICT

Luna St., Binmaley, Pangasinan  
Telefax No.: (075) 540-0054  
Tel. Nos.: (075) 540-0057 to 58  
Website: [www.binmaleywaterdistrict.gov.ph](http://www.binmaleywaterdistrict.gov.ph)  
E-mail Address: [biwad\\_79@yahoo.com](mailto:biwad_79@yahoo.com)

## CERTIFICATE OF COMPLIANCE

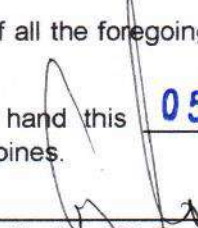
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **MARIANO V. GONZALO**, Filipino, of legal age, GENERAL MANAGER of the BINMALEY WATER DISTRICT, the person responsible and accountable in ensuring compliance with Section 6 of Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

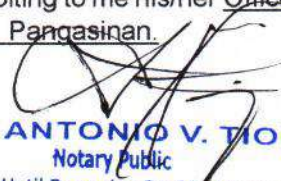
- 1) The BINMALEY WATER DISTRICT has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or 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 posters, tarpaulin, fliers, 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 and at the most conspicuous place of all the service office.
- 4) The Citizen's Charter is written 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 respective division.

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 05 DEC 2019 of \_\_\_\_\_ in DAGUPAN CITY, Philippines.

  
\_\_\_\_\_  
**Mariano V. Gonzalo**  
General Manager  
Binmaley Water District

SUBSCRIBED AND SWORN to before me this 05 DEC 2019 in DAGUPAN CITY, Philippines, with affiant exhibiting to me his/her Office of the Senior Citizens Affairs (OSCA) ID issued on April 28, 2017 at Binmaley, Pangasinan.

  
**ATTY. ANTONIO V. TIONG**  
Notary Public  
NOTARY PUBLIC / ADMINISTRATING OFFICER  
SNC-NP- 03-2019

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Page No. 51  
Book No. XV111  
Series of 2019

Roll No. 19443 3/10/64 IBP No. 211N 1092 2/18/19  
PTR No. 27523547 1-3-19 TIN No. 160-174-458-000  
MCLE Exempt. No. V-008080 Until 4/14/19  
Florescia Galleria, Duque Bldg.  
A.B. Fernandez Ave. Dagupan City



**CERTIFICATION OF COMPLIANCE**

*Pursuant to Republic Act 9485 : An Act To Improve Efficiency In The Delivery Of Government Service To The Public By Reducing Bureaucratic Red Tape, Preventing Graft And Corruption, And Providing Penalties Therefor.*

I, **MARIANO V. GONZALO**, Filipino, of legal age, General Manager of the Binmaley Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify to the following:

1. The Binmaley 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
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee/s responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of Binmaley Water District that deliver frontline services.
3. The Citizen's Charter is positioned 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 in English, published and reproduced in a brochure as an information material and available anytime at the teller's counter.
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of its 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:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
<i>All frontline services offered and stated in the Citizen's Charter of the Binmaley Water District are religiously, effectively and efficiently complied with to meet our customer needs and satisfaction and advocate continual improvement.</i>			

This certification is hereby issued to attest to the accuracy of all the foregoing based on available records and information that could be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 28th day of August 2019 at Binmaley, Pangasinan, Philippines.

**MARIANO V. GONZALO**  
 General Manager B  
 Binmaley Water District

**AUG 30 2019**

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ of August 2019 in Binmaley, Pangasinan, Philippines with affiant exhibiting to me his/her Unified Multi Purpose ID issued on October 2017 at GSIS, Dagupan Branch, Dagupan City.

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 Page No. 61  
 Book No. XII  
 Series of 2019

**ATTY. ANTONIO V. TIONG**  
 Notary Public  
 until December 31, 2019  
 SMC-NP-03-2019

AIC No. 19443 3/30/04 YPP No. 2134 1002 2/18/19  
 T1 Co. 27523547 1-3-19 TIN No. 160-174-458-000  
 MCLE Exempt No. Y-000081  
 Florencia Galleria Bureaus Bldg.  
 100 Remondina Ave., Dagupan City



**CERTIFICATION OF COMPLIANCE**

*Pursuant to Republic Act 9485 : An Act To Improve Efficiency In The Delivery Of Government Service To The Public By Reducing Bureaucratic Red Tape, Preventing Graft And Corruption, And Providing Penalties Therefor.*

I, **MARIANO V. GONZALO**, Filipino, of legal age, General Manager of the Binmaley Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify to the following:

1. The Binmaley Water District has established its service standards known as the Citizen's Charter that enumerates the following:
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  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee/s responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
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4. The Citizen's Charter is written in English, published and reproduced in a brochure as an information material and available anytime at the teller's counter.
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of its 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:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
<i>All frontline services offered and stated in the Citizen's Charter of the Binmaley Water District are religiously, effectively and efficiently complied with to meet our customer needs and satisfaction and advocate continual improvement.</i>			

This certification is hereby issued to attest to the accuracy of all the foregoing based on available records and information that could be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 23rd day of July, 2018 at Binmaley, Pangasinan, Philippines.

**MARIANO V. GONZALO**  
 General Manager B  
 Binmaley Water District

SUBSCRIBED AND SWORN to before me this JUL 30 2018 of 2018 in Binmaley, Pangasinan, Philippines with affiant exhibiting to me his/her Unified Multi Purpose ID issued on October 2017 at GSIS, Dagupan Branch, Dagupan City.

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 Page No. 56  
 Book No. XIII  
 Series of 2018

*Atty. Angel M. Baniqued, Jr.*  
**Atty. Angel M. Baniqued, Jr.**  
 Notary Public  
 Until December 31, 2019  
 SNC 0105-2018-002L  
 PTR NO. 3198168/1-8-18/SCCP  
 IBP No. 967255 - Lifetime Member  
 Roll No. 61068  
 MCLE Compliance No. V-0014045