

Citizen's Charter Validation Checklist

Name of Agency METRO LIPA WATER DISTRICT
 Location ORBY- BALINTAWAK, LIPA, BATANGAS
 Date of Validation OCT 10, 2018

Branch

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

Sector NGA GOCC LWD SUC LGU

Instructions: Mark with ✓ if Yes, x if No. Provide details if necessary.

CITIZEN'S CHARTER REQUIREMENT	Yes	No	Remarks
1. Vision and Mission of the Agency	✓		
2. List of Frontline Services	✓		
3. Citizen's Charter shows standard for each service office			
> Step-by-step procedure	✓		
> Officer/Employee responsible for each step	✓		
> Time needed to complete the procedure	✓		
> Amount of fees (if necessary)	✓		
> Required documents	✓		
> Procedure for filing complaints	✓		
4. Posting of CC as information material at the main entrance or at the most conspicuous place of 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 is uploaded in the agency's website and accessible to the public	✓		
7.. Process Improvements			
Frontline Service	Findings		
<u>WATER BILL PAYMENT</u>	<u>FROM 10 MINS TO 2 MINS; FASTER TRANSACTION</u>		
<u>VOLUNTARY DISCONNECTION</u>	<u>FROM 15 MINS TO 8 MINS PROCESSING TIME</u>		

Note:

- Please indicate the Frontline Services as stated in the Certificate of Compliance (CoC).
- Put "none" in the Findings column if no deficiency/ies were noted.

Mark with ✓ agency's CC compliance:

Compliant
 Non-compliant

Attested by:

MARY LAUREN D. RESULTA/ARTA RESEARCHER

Name/Position