

For agencies with Frontline Service

CITIZEN'S CHARTER VALIDATION REPORT

Agency Name : Jose Panganiban Water District

Location : Jose Panganiban, Camarines Norte

Date of Validation : March 1, 2016

Citizen's Charter Compliance	Yes	No	Remarks*
1. The Service Standards known as Citizen's Charter enumerating the following was established			
a. Vision and mission of the agency	√		
b. Frontline services offered	√		
c. Step-by-step procedure in availing of frontline services	√		
d. Employee 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 the agency that deliver frontline services.	√		Published in information billboard (Tarpaulin) on September 25, 2014
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 published, written in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).	√		The Information material is in a form of a brochure.
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.	√		

* Remarks: if no, please state deficiencies and reason for non-compliance

6. The Citizen's Charter was first published on April 2010, Republished in the Agency Website and Newsletter (Ang Daloy) in July 2014 and October 2014, respectively.

The above agency is:

- Compliant with the CC requirements
 Non-compliant with CC requirements

Attested by:



ROSALINNI V. MONEDA, Acting Director II
 Name/Position

March 1, 2016