



Republic of the Philippines  
**WAO WATER DISTRICT**  
 Wao, Lanao Del Sur

**BOARD OF DIRECTORS:**

**DIR. ROGELIO R. MUSICO**  
 Chairperson

**DIR. ELIZABETH O. CARUMBA**  
 Vice- Chairperson

**DIR. JOSEPHINE B. ATA**  
 Secretary

**DIR. ANA MARIA R. YAO**  
 Treasurer

**ENGR. TOMAS C. CARUMBA, JR.**  
 GENERAL MANAGER

**E-MAIL ADDRESS**  
**waowaterd@yahoo.com**  
**CONTACT NO**  
**0917-705-3065**

**VISION:**

TO BE THE FINEST AND PROFICIENT WATER DISTRICT, EXTENDING EXCELLENT SERVICES, WITH QUALITY WATER AT A REASONABLE COST, ADDRESSING THE EMERGENT NEED OF THE CONCESSIONAIRES, EMPLOYEES AND THE COMMUNITY, AND PROVIDING WATER RESOURCE SUSTAINABILITY.

**MISSION:**

WE COMMIT RELIABLE SERVICE, 24/7 SUPPLY OF POTABLE AND AFFORDABLE WATER TO SATISFY AND UPHOLD THE WELL- BEING OF OUR CONCESSIONAIRES BY CONDUCTING OURSELVES AS PUBLIC SERVANTS, UPHOLDING THE TENETS OF PROFESSIONALISM AND TAKING PRO- ACTIVE STANCE IN ENVIRONMENTAL CONCERNS.

**CORPORATE PHILOSOPHY:**

"SERVICE WITH DIGNITY AND PROFICIENCY"

**DATE** : JANUARY 10, 2024  
**OFFICE ORDER NO** : 24-01-009  
**CONCERNS** : COMMITTEE ON ANTI-RED TAPE (CART)  
**SUBJECT** : DESIGNATION

To ensure effective and efficient delivery of services to Wao Water District management and staff and to our valued concessionaires, the undersigned hereby designate the following as members of the Committee on Anti-Red Tape (CART).

**Chairperson** :ENGR. TOMAS C. CARUMBA, JR.  
**Vice Chairperson** :MS. FLORICEL B. PUNO  
**Members** :MR. JOHANNES C. SETIER  
 :MS. MARDY GRACE F. LANADO  
 :MR. DONN GLENARD A. PABLICO  
 :MR. JOE PAUL M. IMPERIAL  
 :MS. NOVELINE MARIE H. BORAL  
**Secretariat** :MS. NORHATA T. BERMEJO

Functions, Duties and Responsibilities:

The CART shall ensure that the Wao Water District will comply with the requirements of RA No. 11032, its IRR and subsequent issuances by the Authority, as may be applicable. These requirements pertain to the conduct of the following:


1. Conduct of compliance cost analysis, time and motion studies, evaluation and improvement of all the Wao WD services, and reengineering the same;
2. Subject to the Guidelines/National Policy on Regulatory Management System to be issued by the Authority:
  - 2.1.1. Notify the Authority of every formulation, modification, and repeal of regulations, ordinances or other related issuances;
  - 2.1.2. Conduct post-implementation assessment and review of existing regulations, ordinances or other related issuances;
  - 2.1.3. Produce a Regulatory Impact Statement (RIS) upon completion of each RIA and submit to the Authority for review and assessment;
  - 2.1.4. Refer the Authority's policy option recommendations to the appropriate decision-makers within the agency;
  - 2.1.5. Submit an Inventory and electronic copies of all existing (both In-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS)
3. Ensure effective knowledge transfer. or Information dissemination among office employees on ARTA-related trainings. briefings. or such



- related matters obtained by office staff within sixty (60) *days* from the end of the training;
4. Set up the most current and updated service standards and indicate in the Citizen's Charter accordance to the prescribed template issued by the Authority, and submit the same to the Authority to populate the Anti-Red Tape Electronic Management Information System (ARTEMIS);
  5. Monitor and periodic review the office or agency's Citizen's Charter, specifically: procedures/steps, time, documentary requirements, and fees;
  6. Ensure that an updated Citizen's Charter, should there be any change, is posted not later than March 31st of each year;
  7. Ensure the compliance of the agency on the zero-contact policy in accordance with the law;
  8. Ensure the compliance of the agency's external and Internal services with the prescribed processing time as mandated by RA No. 11032 or the agency's mandate under special law;
  9. Develop and foster a client feedback mechanism and client satisfaction measurement;
  10. Report to the Authority not later than the last working day of January of each *year* the results of the Client Satisfaction Survey for each service based on the guidelines to be Issued by the Authority;
  11. Establish and manage a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback and monitor customer hotline numbers, short message service (SMS), information and technology, or other mechanisms where clients *may* adequately express their complaints, comments, or suggestions. The CART must ensure that complaints forwarded by the Presidential Complaints Center, Civil Service Commission's Contact Center ng Bayan, and Complaints Action Center of the Authority are acknowledged, received, responded to and/or acted upon within the designated period by the intended recipient within their agency;
  12. Coordinate with the Wao WD's Admin/HR Office the dissemination of ARTA Information. Education, and Communication materials for public consumption;
  13. Perform such other functions, duties and responsibilities under RA No. 1103.2 (amending RA No. 9485), its IRR and other Issuances Issued by the Authority.

All powers and responsibility of the members of the committee will be fully authorized by the undersigned.

Your cooperation is highly appreciated.



**Engr. Tomas C. Carumba, Jr.**  
General Manager